

# FAT - Metropolis FAQs

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## Metropolis FAQs

### What is Metropolis Technology?

Metropolis Technology is an innovative way to make parking easier. The technology recognizes vehicles automatically so guests simply drive in and drive out.

### Why am I not getting a ticket at the entrance gate?

With **Metropolis**, you never have to worry about keeping track of a physical ticket. Our technology uses your **license plate**, allowing the gates to open automatically so you can get to your destination faster.

### **How it Works**

The process is designed to be completely seamless: you simply drive in, register once, and drive out when you're ready to leave.

### **Register Before You Arrive**

You can save time by becoming a member [here](#) before you arrive. You will need your **license plate number**, phone number, and a payment method.

### **When You Arrive**

**Look for Signage:** Once you've parked, keep an eye out for Metropolis signs located throughout the lot.

**Scan the QR Code:** This will take you to the Metropolis web app—there is no need to download a separate app to get started.

Follow the instructions on the signs to register your vehicle and start your session.

**Enter Your Details:** If it's your first time, you'll be prompted to enter:

- **Mobile Phone Number:** To receive your receipt and session updates.
- **License Plate Number:** This is crucial so our system can match your registration to your vehicle as you drive out.
- **Payment Method:** Securely add a credit or debit card.

**Drive Out:** When you're ready to leave, just head for the exit. The gate will recognize your plate, open automatically, and **charge the payment method on file**. A digital receipt will then be sent directly to your phone.

**Metropolis Member Benefits:** Once you're a member, our technology will recognize your plate every time you visit—allowing you to truly just drive in and drive out of any Metropolis-powered facility nationwide.

### [How do I register?](#)

**Option 1:** Sign up in advance

To save time, you can register [here](#) before you arrive. You will need your **license plate number**, phone number, and a payment method. Once you're a member, you can truly just drive in and drive out of any Metropolis-powered facility nationwide.

**Option 2:** Register when you arrive

If you haven't signed up yet, just follow these steps once you've parked:

**Look for Signage:** Keep an eye out for Metropolis signs located throughout the lot or garage.

**Scan the QR Code:** Use your phone's camera to scan the code on the sign. This takes you directly to our secure web app—no need to download anything.

**Enter Your Details:** \* Mobile Phone Number: To receive your digital receipts and session updates.

**License Plate Number:** This allows our system to recognize your vehicle and open the gate automatically when you leave.

**Payment Method:** Securely add a credit or debit card to complete your setup.

**Will the system pre-authorize when adding a card?**

Yes. The Metropolis system will pre-authorize the card that is being added to verify that it is valid. This payment will then drop off of your card. Depending on the card, it could take several business days to drop off your account.

**I pulled a ticket when I parked. Do I still need to keep my ticket?**

Yes. You will need to keep your ticket and exit through a lane. Staff will be on hand to assist you.

**Do I have to register with Metropolis to park at the airport?**

No, registration is not mandatory for all travelers. Travelers who prefer not to register can utilize **Text-to-Pay** at the **exits** for one-time payments.

If you choose to pay at exit, your receipt will be sent to your phone number. For Metropolis registered members, receipts are sent via text message and stored in your Metropolis account for easy access.

**Why we recommend registering with Metropolis**

While you have other payment options, registering your vehicle once per license plate unlocks a completely seamless experience for future trips:

- **Drive In, Drive Out:** Once registered, our Metropolis technology recognizes your plate at the gates, allowing you to enter and exit effortlessly without stopping to pay or pulling a ticket.
- **One-Time Setup:** You only have to register once. Your payment method is securely linked to your plate for all future visits.
- **Digital Receipts:** Get automated receipts sent straight to your phone the moment you exit.

Once you're a member, our technology will recognize your plate every time you visit—allowing you to truly just drive in and drive out of any Metropolis-powered facility nationwide.

### **How will I get a receipt?**

Getting your receipt is quick and automatic, depending on how you choose to pay:

- **For Metropolis Members:** You will receive an **automatic text message** with a link to your digital receipt the moment you drive out. You can also access your full parking history and download past receipts anytime via the **Metropolis iOS app** or our **web app** at [app.metropolis.io](http://app.metropolis.io).
- If you choose to pay at exit, your receipt will be sent to your phone number.

### **What if I want to pay with Cash?**

To complete your payment using cash, please proceed to the specific lane marked for cash transactions. Personnel will remain on-site to provide any necessary assistance.