

**USER GUIDE
PASSENGER APP**

**A GUIDE FOR HOW TO USE PASSENGER APP
SERVICES T1
VIEW BUS SCHEDULE**



USER GUIDE – T1

PASSENGER APP

SUMMARY

This manual is intended to guide users in using the Passenger Application to register scheduled reservations according to their privileges.

Autocab - Sonda
FLEET MANAGEMENT SYSTEM

DOWNLOAD AND REGISTRATION IN THE APP

How to download the App

Found the name: **Flota Santiago2023**

To download the app, go to the App Store or Google Play

Google Play.

https://play.google.com/store/apps/details?id=com.autocab.santiago2023&hl=es_CO&gl=US


App Store. <https://apps.apple.com/co/app/flota-santiago2023/id6464317348>

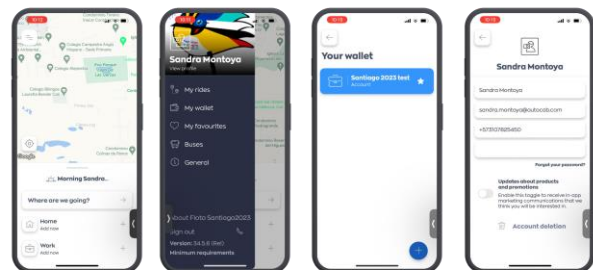
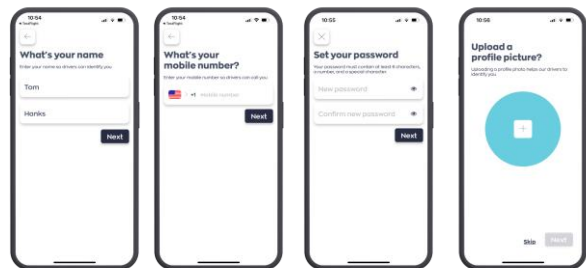
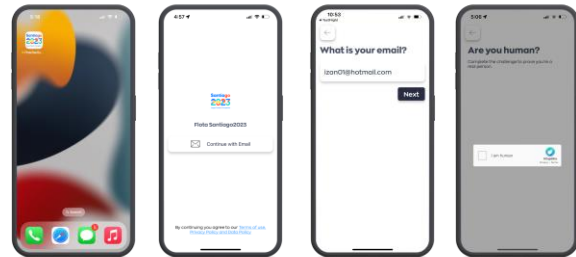


All clients must download from the application stores and register with the email sent in the accreditation form and the contact telephone number.



How to register in the app

1. When downloading the App you will find an icon 
2. **Register with the Email reported to the Corporation as Registration information**
3. By registering you accept the privacy and data processing policy
4. Validate captcha and select I am human
5. Write First and Last Name
6. Select the country and enter your contact phone number
7. Create an Alphanumeric Password, containing a capital letter and a special character
8. Upload a profile picture if you wish so that your driver can identify you
9. And that's it. You are registered.



SERVICE TYPE - T1

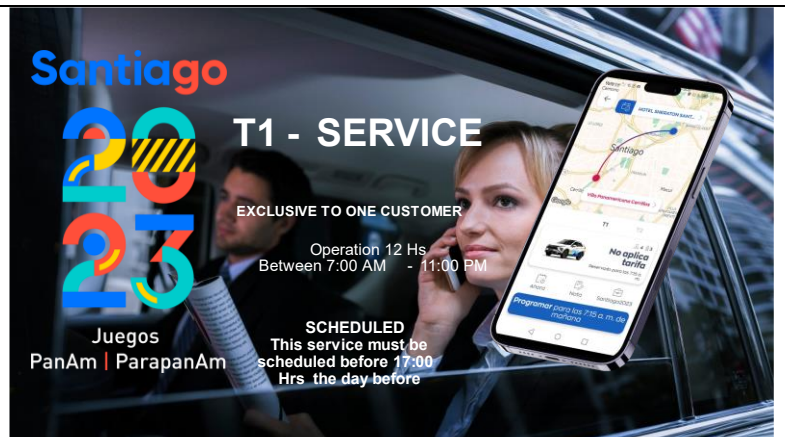
Type of Client According to Technical Bases	Feature	APP Privilege	Type of Action	Application Time	Authorized Quantity x Day	Active Duty During	Time Operation
Client 1	User who can schedule an exclusive shuttle service with their dedicated unit (Dedicated Vehicle)	T1	Program	Previous day before 5:00 p.m. (17:00 Hs)	1 x Day	12 Hours	7:00 - 23:00

SCHEDULE FOR LATER SERVICE T1

HOW TO SCHEDULE A SERVICE FOR THE NEXT DAY

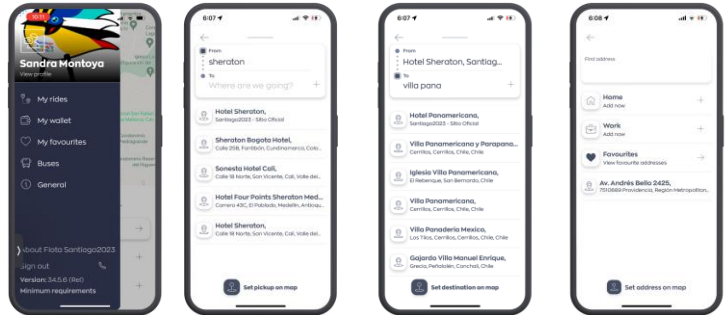
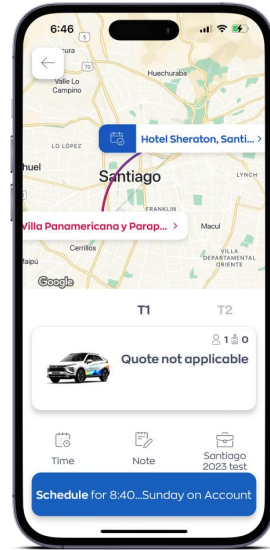
DESCRIPTION SERVICE T1: User who can schedule an exclusive shuttle service with their dedicated unit (Dedicated Vehicle)

Users who can schedule exclusive and non-exclusive transportation services. Also, depending on your place of accommodation, you will be able to access to see the bus schedule.

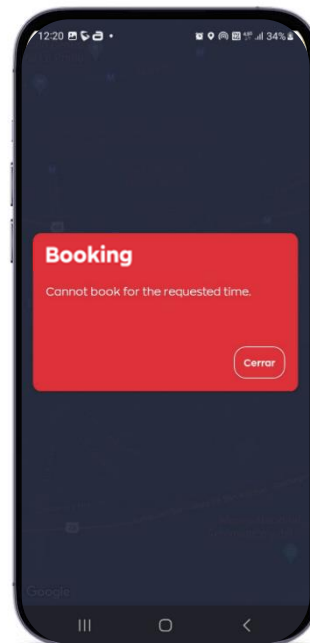


STEP-BY-STEP TO BOOK

1. Log in to the Application.
2. Press the Where are you going button?
3. By selecting the button, the Origin – Default will appear in your current location, if you want to schedule your starting place from another origin, you can modify it
4. Then select the destination, it will be the initial tour with which you will start your first tour
5. Once you select the destination, it will generate a notification indicating that you cannot make immediate requests, don't worry, you can close it and go to the calendar

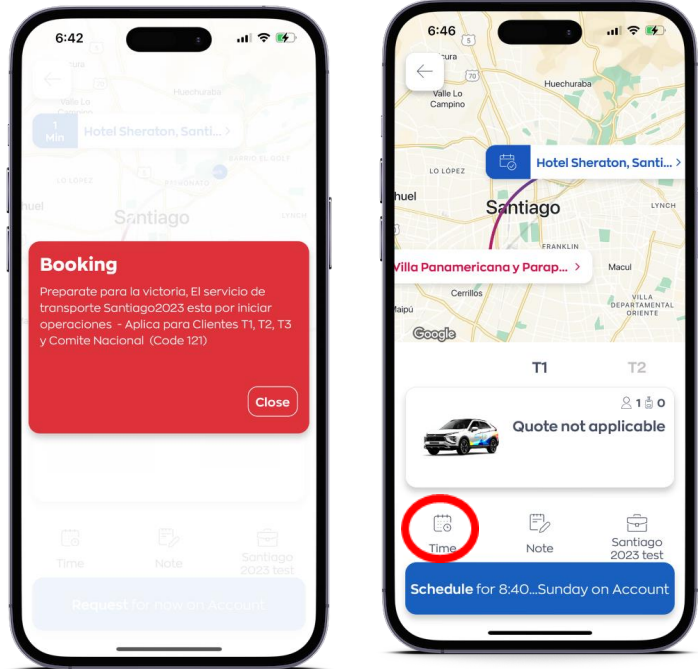


6. You'll be able to receive a notification like this, in case you want to book outside of the service's operating hours. Remember that the operating hours of the service are from 7:00 a.m. to 11:00 p.m. – 7:00 – 23:00

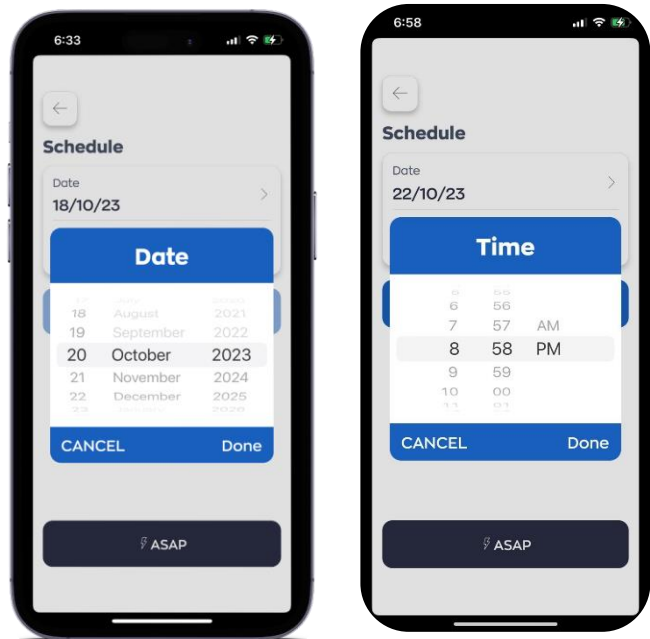


7. Select the Calendar at the bottom right

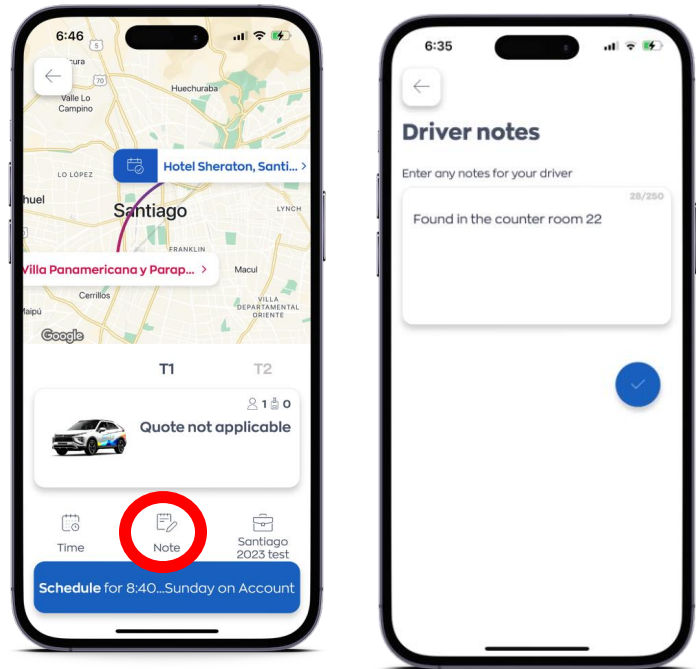
Remember that you must make your reservation for the next day, before 5:00 p.m. the day before, so you guarantee the availability of your assigned vehicle and driver on time.



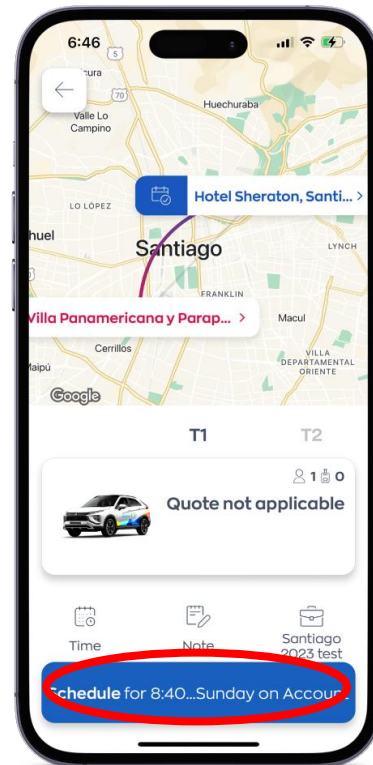
8. Select Date & Time to schedule your reservation



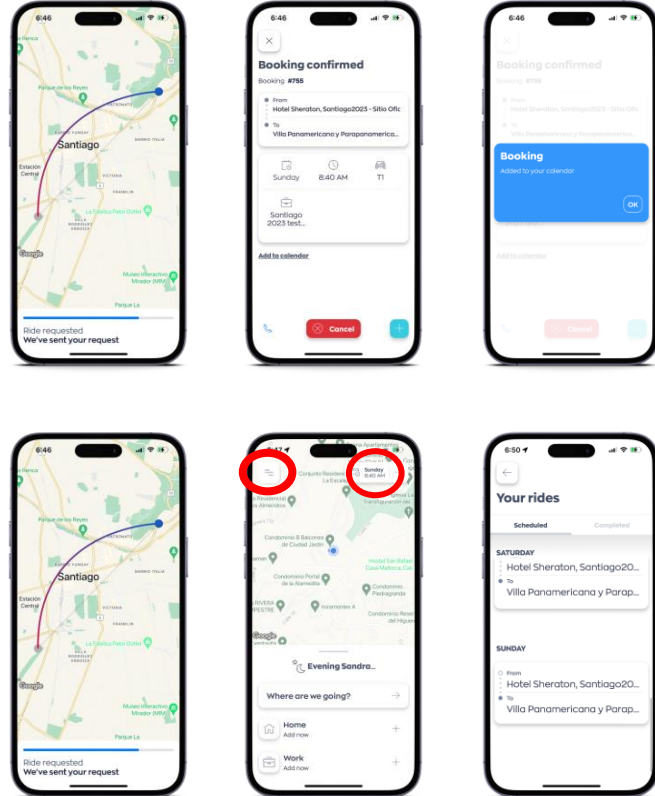
- 9. Before confirming your reservation, if you want you can enter a note to the driver that indicates a message for example: **Found me in the counter Room 22**



- 10. Press the Blue Button to confirm the time and day of your reservation.
- 11. Once you click on it, the system will program your reservation.



- 12. And that's it, you've scheduled your reservation for the day.
- 13. Remember that you must make your reservation for the next day, before 5:00 p.m. the day before, so you guarantee the availability of your assigned vehicle and driver on time.
- 14. You will be able to access your scheduled bookings from the Menu and you will have a pop-up button with the notification that you have a scheduled booking.



Notification via E-Mail Registered Reservation



Hemos recibido tu cancelación. Si ha pagado por adelantado su viaje, el reembolso ahora se procesará a través de su banco. Puede tomar hasta 7 días hábiles para que el dinero vuelva a aparecer en su cuenta. Si tiene alguna pregunta, comuníquese con la oficina.

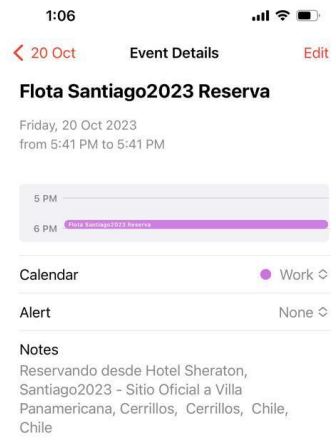
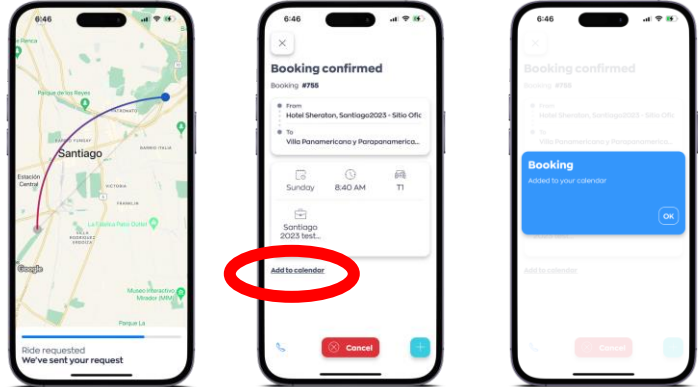
ID del Servicio: {{LinkNumber}} Detalles del Servicio: {{BookingDevTime}} Fecha y Hora: {{BookingDevTime}}

Potenciado por

autocab

Add to Calendar & Turn on Reminder

1. When your reservation is confirmed, you can check it and add it to your cell phone calendar so that it generates an alert or reminder.
2. You can do this from the booking query on the add to calendar button.

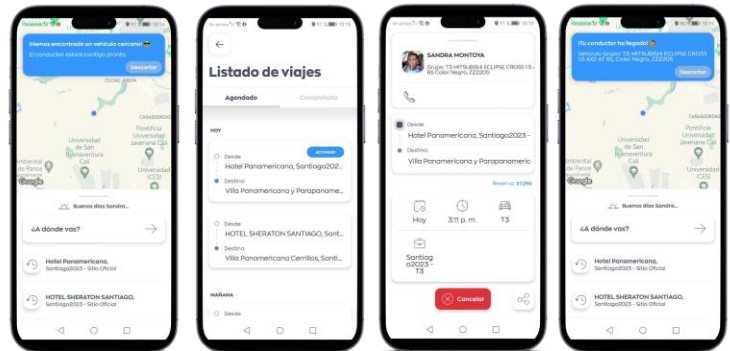
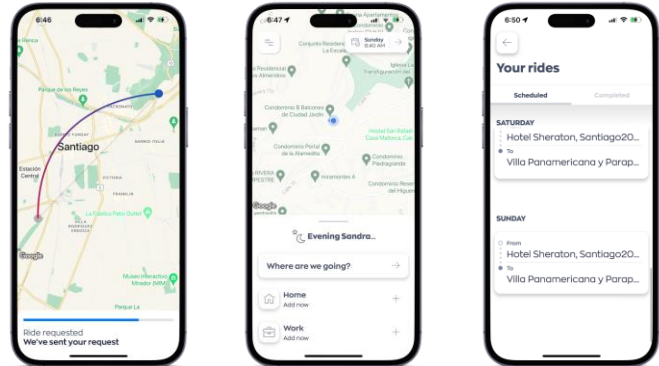
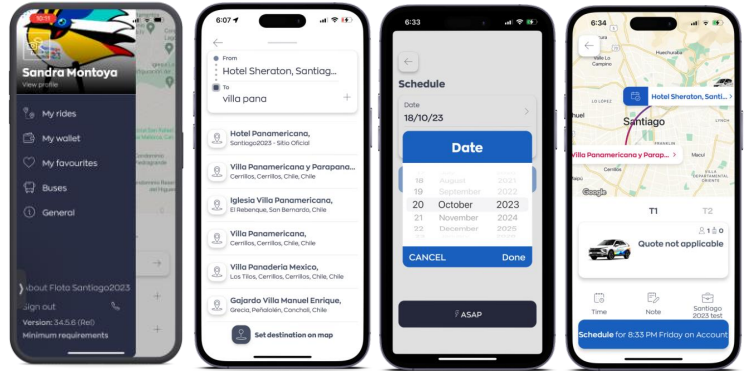


Click Apply Now and you'll receive confirmation notifications from your assigned vehicle and driver.



Notifications for the T1 Active Service after scheduled

1. From the App you will receive a push notification informing you that you have your vehicle assigned and your reservation in progress on the way to your place of origin, there you will find the vehicle and driver data
2. Once your driver has arrived, you will have a second notification informing you of the driver's license plate, vehicle and name
3. When you are on board, your trip will start and your booking will be active and in progress during the operation of the trip.



E-Mail Notification Completed Reservation



Hemos recibido tu solicitud. Si la pagas por adelantado en tu caso, el reembolso ahora se procesará a través de tu banco. Puede tomar hasta 7 días hábiles para que el dinero vuelva a aparecer en su cuenta. Si tiene algún problema, comuníquese con la oficina.

ID del Servicio: {{IDN°Number}} Detalles del Servicio: {{BookingDevTime}} Fecha y Hora: {{BookingDevTime}}

Reservado por
autocab