

**USER GUIDE
PASSENGER APP**

**A GUIDE FOR HOW TO USE PASSENGER APP
SERVICES T3
VIEW BUS SCHEDULE**



USER GUIDE - T3

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

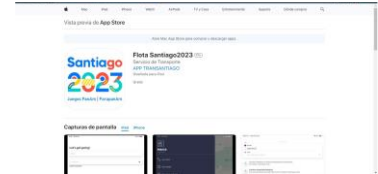
Found the name: **Flota Santiago2023**

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>

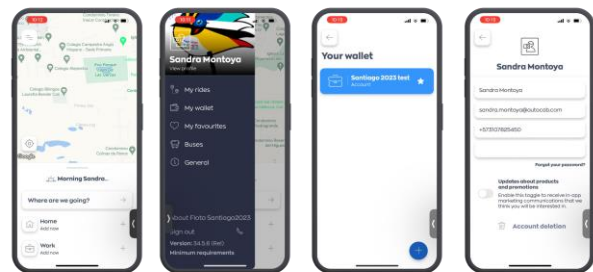
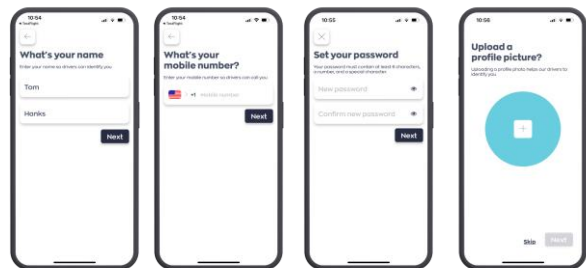
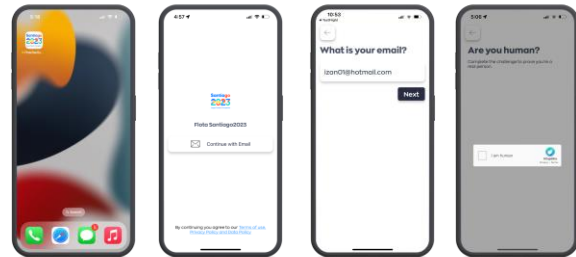


All clients must download from the application stores and register with the email sent in the accreditation form and the contact telephone number.



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 - T3

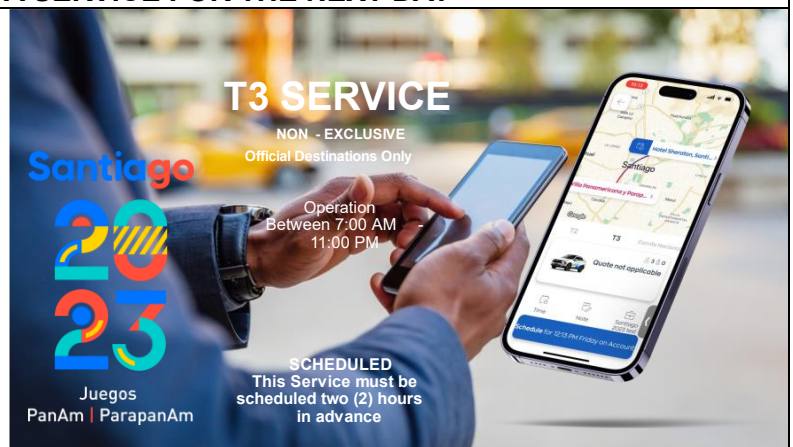
| Type of Client According to Technical Bases | Feature | APP Privilege | Type of Action | Application Time | Authorized Quantity x Day | Active Duty During | Time Operation |
|---|--|---------------|-------------------------|-------------------------------------|---------------------------|--------------------|----------------|
| Client 2 | User who can schedule a non-exclusive transportation service only between Lodging Places and Official Destinations | T3 | Program ASAP 15 Minutes | Scheduled 2 Hours ASAP (15 minutes) | Limitless | 16 Hours | 7:00 - 23:00 |

SCHEDULE FOR LATER SERVICE T3

HOW TO SCHEDULE A SERVICE FOR THE NEXT DAY

DESCRIPTION SERVICE T3: User who can schedule a non-exclusive transportation service only between **places of Lodging and Official Destinations**

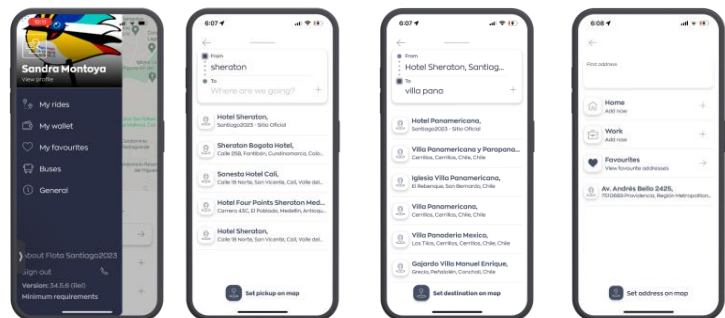
Users who can schedule non-exclusive transportation services (only among the list of official destinations of the games) and depending on their place of accommodation, will be able to access to see the bus schedule.



STEP-BY-STEP TO BOOK

1. Log in to the Application.
2. Press the Where are you going button?
3. **Your origins and destinations where you can move will be the default between places of accommodation and official destinations.**
4. By selecting the button, the Origin – By default will appear in your current location, if you want to schedule your starting place from another origin, you can modify it, as long as it is within the authorized places
5. Then select the destination, which must be in the authorized places

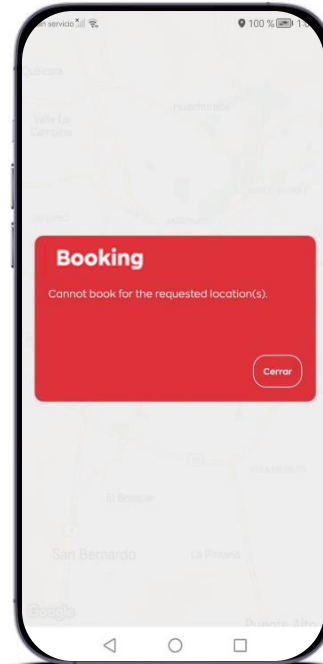
FROM - TO (Only between destinations and official accommodation places)



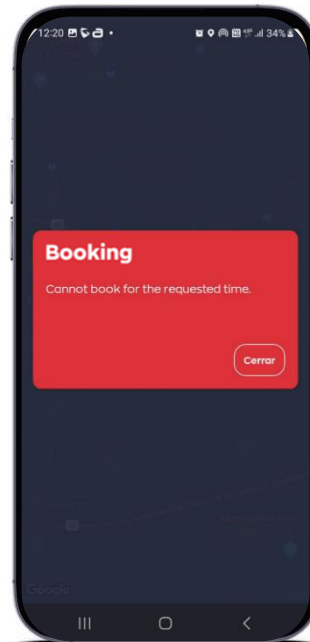
6. Once you select the destination, if it is not within the official places, it will generate a notification like the following:

Reservation alerts and reminders

This message will be triggered on your T3 request, if you choose a different origin or destination than the official ones. Applies to scheduled and immediate bookings

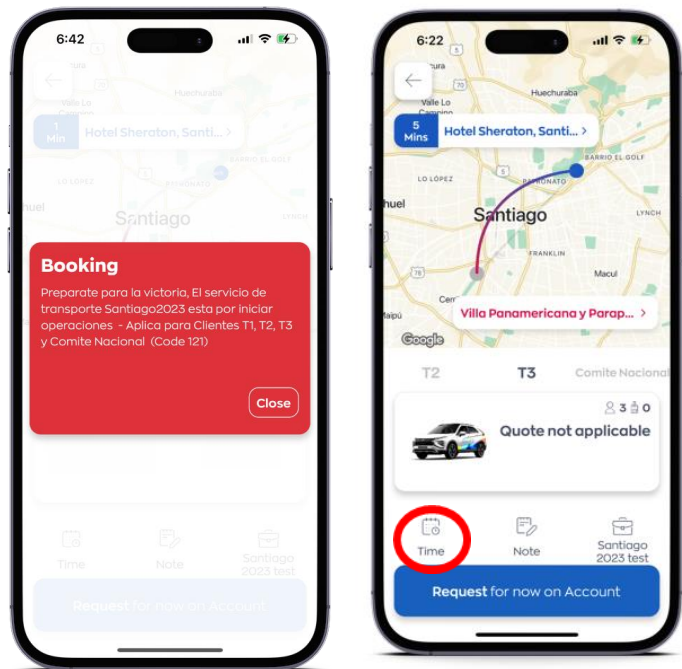


7. You'll be able to receive a notification like this, in case you want to book outside of the service's operating hours. Remember that the operating hours of the service are from 7:00 a.m. to 11:00 p.m. – 7:00 – 23:00

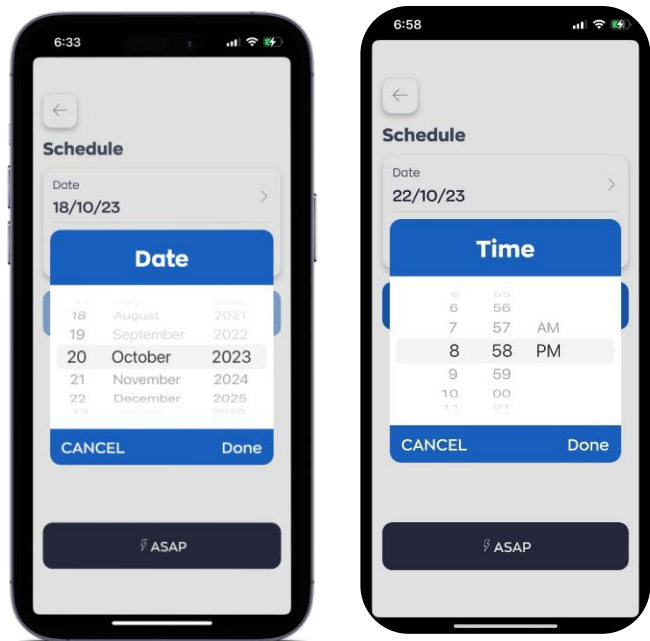


8. Select the Calendar at the bottom right

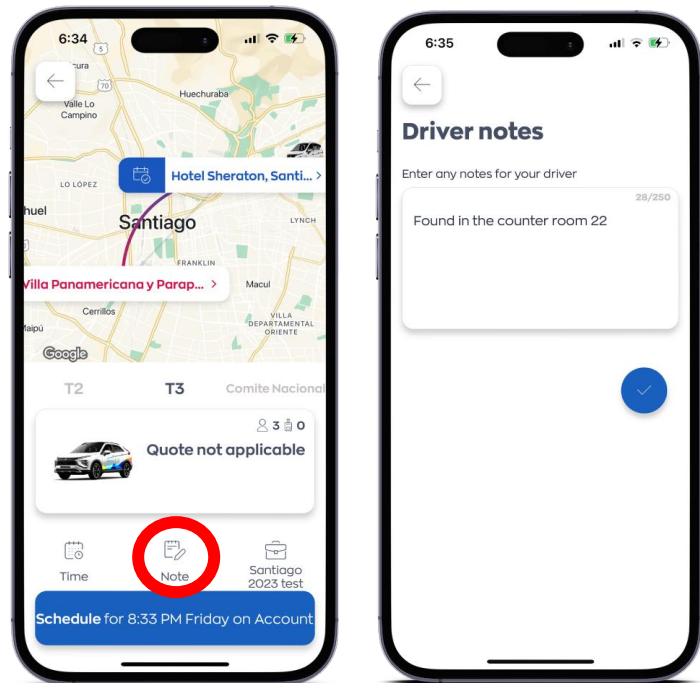
Remember that your privilege allows you to Book 2 Hours in Advance and make requests on the spot with a 15-minute wait.



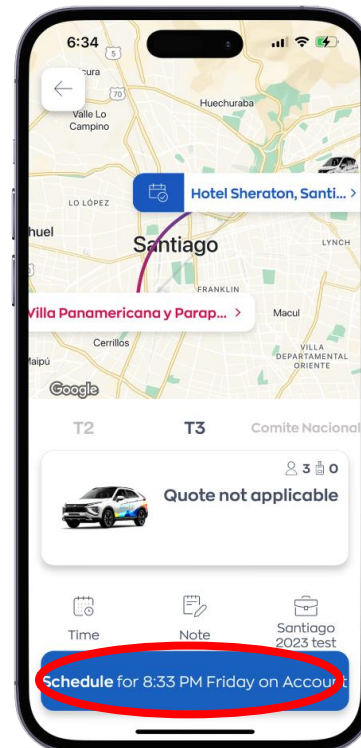
9. Select Date & Time to schedule your reservation



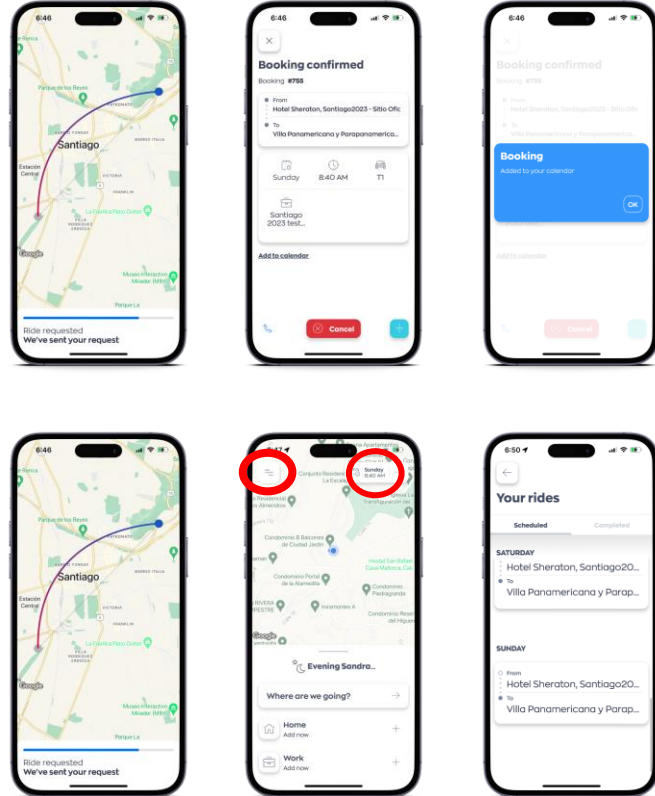
10. Before confirming your reservation, if you want you can enter a note to the driver that indicates a message for example: **I'm at gate 1 of the Stadium**



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



- 13. And that's it, you've scheduled your reservation for the day.
- 14. Remember that you must make your reservation 2 hours in advance, so you guarantee the availability of your assigned vehicle and driver on time.
- 15. 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



Reserva recibida y cancelada. 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 toma algún préstamo, comuníquese con la oficina.

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

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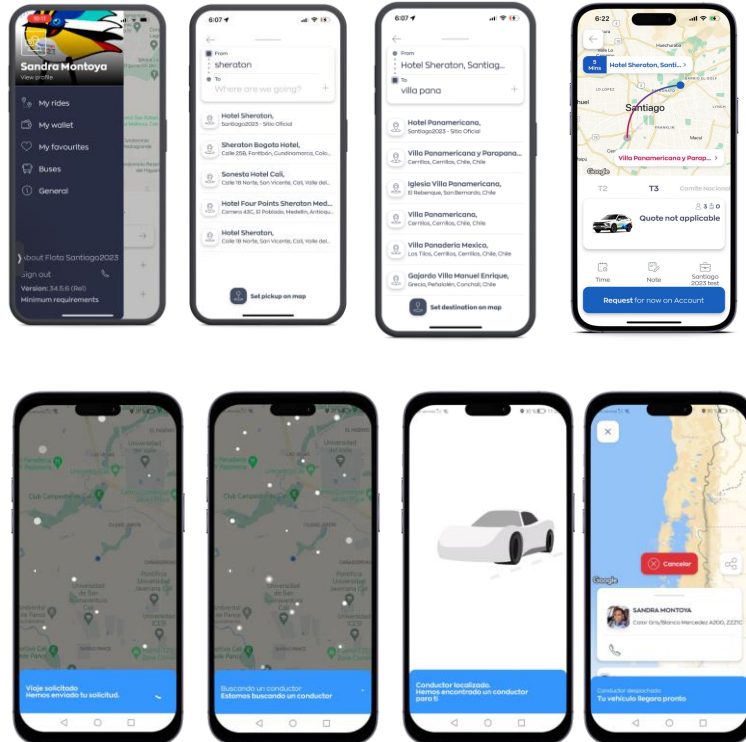
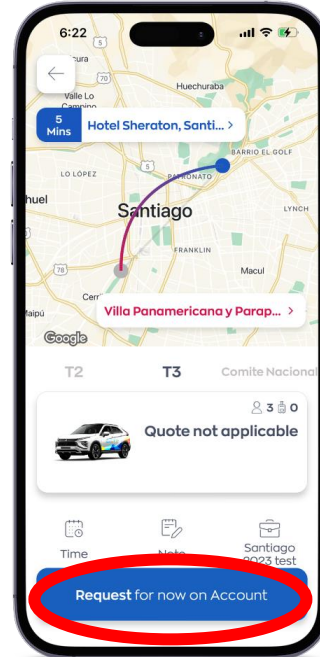
STEP-BY-STEP FOR A T3 ON DEMAND application – Only at authorized locations official destinations

REQUEST FOR NOW ON ACCOUNT

Service Request for Now Account – ASAP

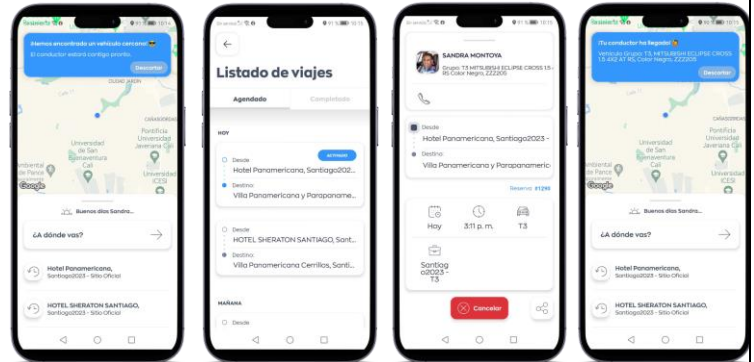
1. This type of Request can only be booked if there is no counter or assistant who can assist you in assigning your trip.
2. To do this, you must select origin and destination (official places)

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



Notifications for the T3 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 cancelación. Si la pagado por adelantado su viaje, el reembolso ahora se procesará a través de su banco. Puede tomar hasta 5 días hábiles para que el dinero vuelva a aparecer en su cuenta. Si tiene algún problema, comuníquese con la oficina.

ID del Servicio: {{DataNumber}} Desde del Servicio: {{BookingDataTime}} Fecha y Hora: {{BookingDataTime}}

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