

**DRIVE**  **E** MX

The smart way to drive your car



# DRIVE support

## HOW TO USE DRIVE

### How much does DRIVE cost?

- In the case of services such as insurance, government paperwork, gasoline or others, there is no cost, in the case of parking, a fee of \$ 1 (one peso) + \$ 0.1 (10 cents) per peso is charged on the value of your ticket. parking lot.
- For example, if you pay a parking lot whose cost is \$ 10 (ten pesos), the total charge that will be charged to your credit card will be:
  - Parking- \$ 10.00
  - Transaction fee- \$ 1.00
  - Commission- \$ 1.00
  - Charge to your card- \$ 12.00

### Where can I use DRIVE?

- DRIVE will be integrating parking lots and other services gradually, to be able to know which parkings already receive DRIVE as payment, visit our page [www.driveapp.mx](http://www.driveapp.mx); you can also find out that we will be making ourselves known in each parking lot with messages and attention modules.

### Age to use DRIVE

- DRIVE users must be at least 18 years of age. DRIVE users must be at least 18 years of age.

### Descargar el app

- DRIVE is available for download at app stores:
  - iPhone (APP Store) and Android (Google play)
- The download of the application has no cost.

### Understand app permissions

- When you install, approval requests for various permissions requested by the app will be activated. Approving these permits ensures that you have the best possible interaction with the application.
- Some of the permits that will be requested are:
  - Location services
  - Access contact
  - Activation of notifications
  - Use of the camera
  - Access to photos
  - Connection information
  - ID and device information



## App updates

- In order to keep the DRIVE app running smoothly and prevent errors we will be publishing updates in the aforementioned application stores.
- As a user, all you have to do is accept the update of the app when you already have it installed on your device whenever you receive a notification or request to do so.

## Internet connection (Wi-Fi and cellular networks)

- If at the time of trying to make a payment or transaction you do not have Internet access, we will not be able to process a ticket if you do not have an internet connection at the moment of scanning a ticket and accepting your payment method.
- Some tips to make a payment or transaction are the following:
  - Register your ticket in the application and authorize your form of payment when you are inside the establishment or at street level.
  - Avoid waiting to enter the ticket when you are in a basement and / or on the starting line inside your car.
  - If you continue to have problems, you can pay your ticket in the traditional way.
- Any other problem of operation please share us sending an email to [info@driveapp.mx](mailto:info@driveapp.mx)

## Report a problem with the app

- If you have a technical problem with the DRIVE app send an email to [info@driveapp.mx](mailto:info@driveapp.mx) and share the details.

# PAY A PARKING

## How to pay a parking?

- When entering the parking lot, collect your ticket in the entrance pen.
- At any time you have an internet connection available, open the DRIVE application and scan your ticket on the main screen.
- Select your payment method
- From this moment, your ticket will be registered in the system; so you can leave at the time you want.
  - We will leave a screen in which you can see the status of your stay until that moment: elapsed time, amount to be paid and payment method.
  - In case you want to update this information, just click on "Update".
- When you are ready to leave, go to the exit and enter your ticket in the exit pen.



- At that time, we will calculate the amount to pay for your stay.
- DRIVE will be charging you a commission of \$ 1 + \$ 0.1 for each peso you paid for parking.
  - Example: If your parking is \$ 10
    - o The total amount to be paid will be:
      - Parking = \$ 10
      - DRIVE commission = \$ 1 + \$ 1
      - Total to pay = \$ 12
- When finishing a transaction you will be able to see your receipt in the screen of the application and it will be sent to you by mail.
- If you have another question about how DRIVE works, let us know at [info@driveapp.mx](mailto:info@driveapp.mx) to help you.

#### **Pay more than one parking**

- DRIVE only allows you to pay one parking ticket at a time.
- If you have a ticket registered in the application, you will not be able to enter another ticket until you leave the parking lot and we do the copper.

## **GENERAL AND PROFILE**

#### **Update my profile information**

- In the app opens the main menu in the upper left corner of the app
- Select Perfil (where your Photo appears and / or Name / E-mail  
From there you can update your name, email, password and profi photo.

#### **Reset my password**

- To reset your password, visit your profile and select the "Change password" link.
- You will be asked to enter your current password and 2 times the new password.
- In a few minutes, you should receive an email confirming that your password was reset.
- For security reasons, you must choose a unique password for DRIVE and never share your password by any type of correspondence.
- If you have any problem accessing your account, send us a message to [info@driveapp.mx](mailto:info@driveapp.mx)

#### **I do not receive emails from DRIVE**

There are several reasons why you may not be receiving DRIVE emails:

1. Make sure that the messages are in the "Spam" or "spam" folder.
2. Check that your email is correctly written in your account by opening your Perfil in the main menu of the app. If you still do not receive messages from us, please send an email to [info@driveapp.mx](mailto:info@driveapp.mx) and we will gladly support you.



### **I can not change my mail**

All DRIVE accounts must have a verified email that is associated with the account in order to make any transaction.

If you are trying to change your mail in an existing account, but you receive an error message - "mail already registered" -, send us an email to [info@driveapp.mx](mailto:info@driveapp.mx)

### **I want to delete my account**

If you wish to delete your account, let us first validate that everything related to your account, with payments or with a device, is working correctly by sending an email to [info@driveapp.mx](mailto:info@driveapp.mx) to help you and resolve it.

If your account is deleted, we can no longer make adjustments.

If you want to continue with the process of deleting your account, let us know by mail to [info@driveapp.mx](mailto:info@driveapp.mx) and we will confirm you as soon as it has been deleted.

### **Payment methods**

Choose a payment method

To select a payment method when paying for a parking lot:

- Scan your ticket
- Touch the payment method shown on the screen
- Select the payment method you want to use for that transaction in specific

Remember that one of your payment methods is defined as default and will be the option that will always be selected when entering a new ticket or transaction.

### **Verify the payment method**

If you are asked to verify the payment method in your app, we will tell you to scan your card. If you have any problems, attach an image of a photo ID issued by the government. We will review the information to verify it and cancel the retention made in your account.

The photo of your credit card is NOT necessary.

### **UPDATE PAYMENT INFORMATION**

- In the app opens the main menu in the upper corner of the app.
- Go to the "Payment methods" option.
- Here you can add, edit or delete your payment methods and change the default method.

### **INCORRECT CHARGES**

You can review your transaction history at any time. If you consider that there is an error please send us an email to [info@driveapp.mx](mailto:info@driveapp.mx) to activate a request for review.

### **IDENTIFY AN UNRECOGNIZED CHARGE**

If you can not recognize a charge in your account, send us all the information to [info@driveapp.mx](mailto:info@driveapp.mx) so we can review it.

### **PAY A DECEPTION**

If the charge to your card is rejected, your account may end up with a debit, which prevents you from making further transactions. To pay a debt:



- Update your payment method (s)
- Send us an email confirming that the information has been updated
- We will try to charge for the amount you have as a debit to your new payment method

### **ABOUT RECURRING CHARGES**

There are no recurring charges or membership fees. You only pay for the parking lots you use.

A recurring charge may appear on your statement; this refers to how the bank interprets that your card is registered in our application and allows us to charge without having to put your card information in each transaction.

### **ABOUT AUTHORIZATION WITHHOLDING**

To verify your payment method, we may issue a small authorization hold. This amount in fact is never charged to your account, but it may appear as "retention".

All authorization holds are voided in a couple of business days, but this depends on your bank's policy. We issue authorization retentions to prevent fraud that may occur through unauthorized cards. If you want to confirm a specific charge on your statement, please contact your bank directly.