

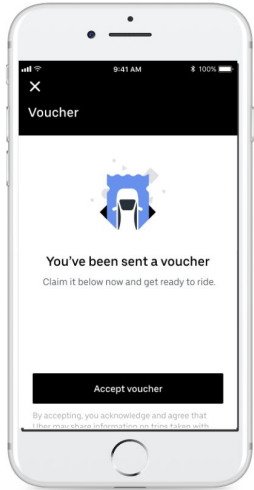
# Uber Vouchers

## Rider Experience

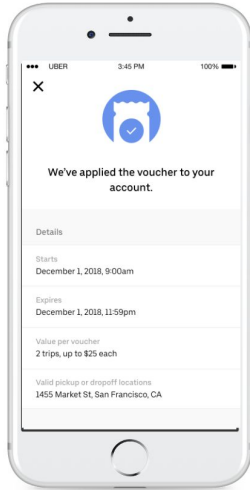
## Using Uber Vouchers

Tap on the redemption link sent to you to claim the voucher. It will be saved to your Uber account for use when it's eligible.

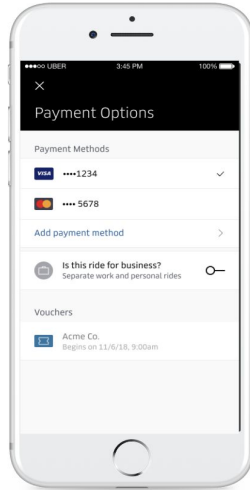
Accept voucher by tapping on the url link



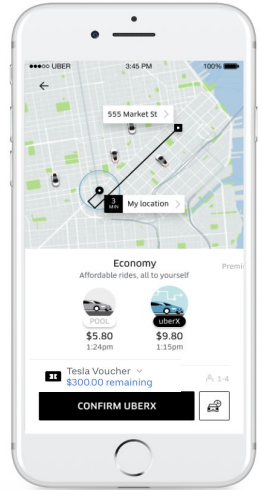
View voucher usage details



Toggle vouchers on in the payment selector



Automatically select for use on trips that meet the requirements

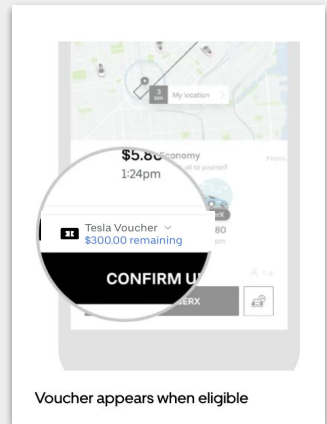


Learn more at [t.uber.com/vouchers\\_riderexperience](https://t.uber.com/vouchers_riderexperience)

## Where is my Voucher?

Once you've entered your destination during an eligible time frame the voucher will automatically appear on the ride request screen, directly above the CONFIRM button during the eligible time period.

You also can view Voucher details in your Uber app by selecting the Menu bar, tap Payment, scroll down and tap Vouchers to view details.



## Important Tip

If you don't see the Voucher in your app, complete these steps. The ordering is important:

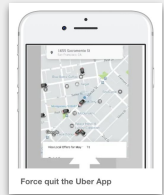
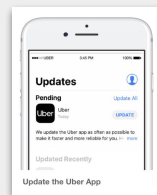
Step 1:

Force quit the Uber app. *This should fix the issue. If it doesn't, complete step two.*



Step 2:

Update your Uber app, then force quit the Uber app again



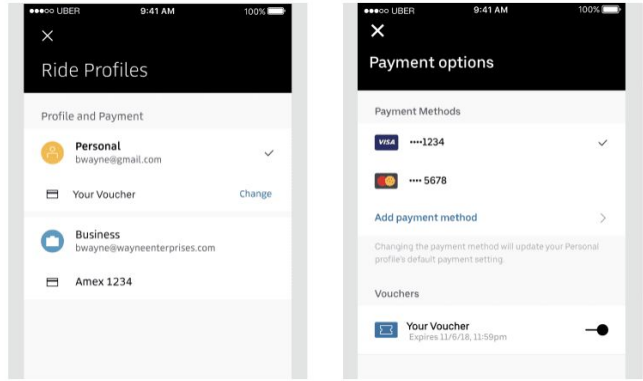
## More tips for using Vouchers and FAQs

Vouchers only work within the parameters set by Tesla's Service Center. Be sure to double check this by clicking on the original voucher link or in Uber's app under Payments.

### Looking for your Voucher?

If you've entered your destination and still don't see your voucher, tap on the payment method above the CONFIRM button and then scroll to the bottom to toggle your voucher "on".

If you have multiple Ride Profiles, you'll have to tap "Change" under your personal profile to view payment options.



Learn more at [t.uber.com/vouchers\\_ridexperience](https://t.uber.com/vouchers_ridexperience)

## Helpful FAQs

### How do I get support?

Email Uber's support team at [business-support@uber.com](mailto:business-support@uber.com). For questions about a Voucher ride credit amount or expiration date, contact your Tesla Service Center. For more troubleshooting tips go to [uberforbusinesshelp.com](https://uberforbusinesshelp.com)

### I got an error message when using my Voucher, now what?

Double check that the payment method you are using is correct.

Additionally, make sure that the credit card you've select is working properly. Even if your voucher covers the entire trip, it will still require a valid form of payment to be selected.

### Can I tip?

Vouchers only cover the cost of the trip fare. Tips for your driver will be charged to your personal payment method.

### What I didn't receive a SMS text with the Voucher link?

Ask your Tesla Service Center to send the link to you through email. For best results, access the email on your mobile phone and select the link to claim your Voucher.