

## Frequently Asked Questions

---

Can I change the purchased ticket to another ticket?

Once purchased, the ticket cannot be changed to another ticket.  
Please purchase a ticket again after refunding the purchased ticket.

Can I use it offline?

When purchasing tickets or starting to use them, you cannot use them offline. Internet connection is necessary, so please turn on the mobile data function of your smartphone or use a Wi-Fi connection.

While displaying the ticket screen during use, it is designed to work offline, but depending on the operating system and browser of your device, it may not work. In such cases, please use it online.



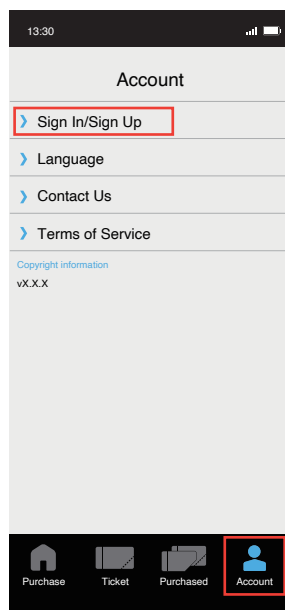
Scan here for frequently asked questions.

Or, tap "Account" → "Contact Us" to access.

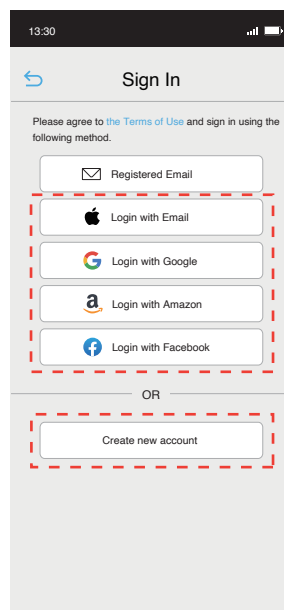
# Login / New Registration

\*Logging in is required to purchase tickets.

\*Product image for illustration purposes only. Actual product may vary.

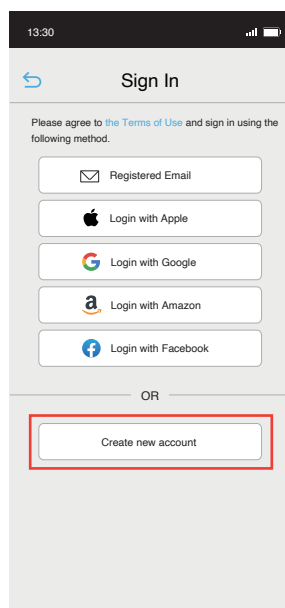


- 1 Tap "Account" and then "Sign In/Sign Up".

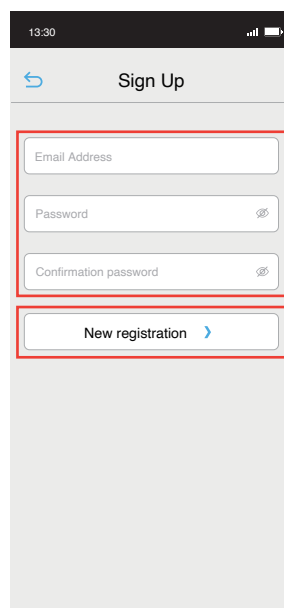


- 2 Register as a new user with social login or email address.

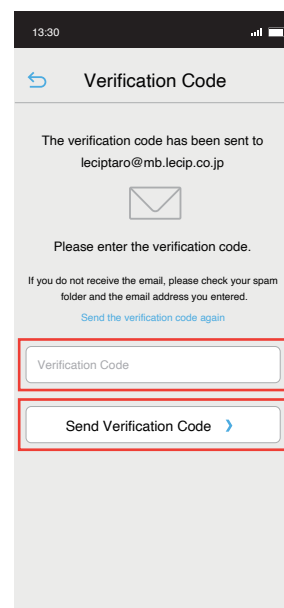
## How to Register as a new user with Email



- 1 Tap "Create new account with Email".



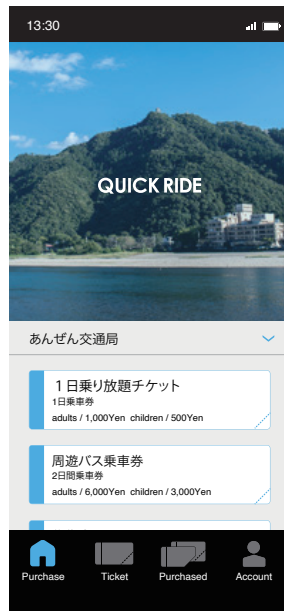
- 2 Enter your email address and password, and tap the "New registration" button.



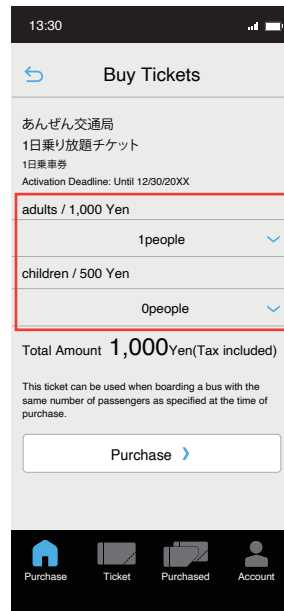
- 3 Please enter the verification code that was sent to the email address you provided, and tap the "Send Verification Code" button to complete the registration.

# How to purchase a ticket

\*Product image for illustration purposes only. Actual product may vary.

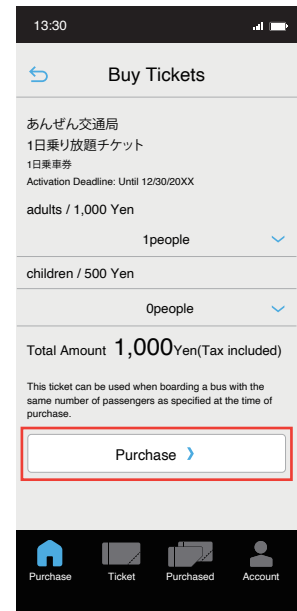


① Select a ticket.



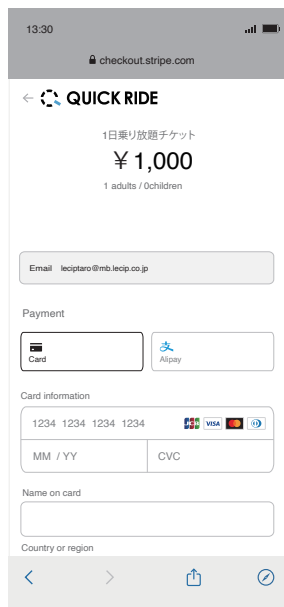
② Select the number of people to use the ticket

\*Please note that this ticket can be used with the same number of passengers as selected at the time of purchase when boarding a bus.



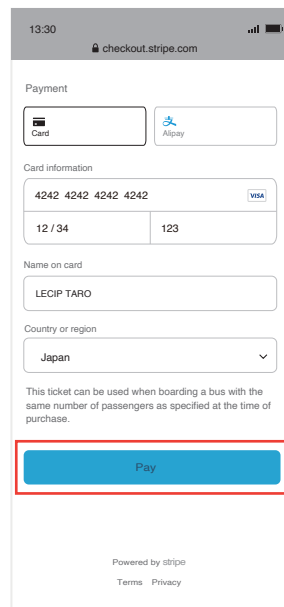
③ After confirming the details, tap the "Purchase" button.

\*If you are not logged in, you will be directed to the login screen, so please log in and proceed to payment.

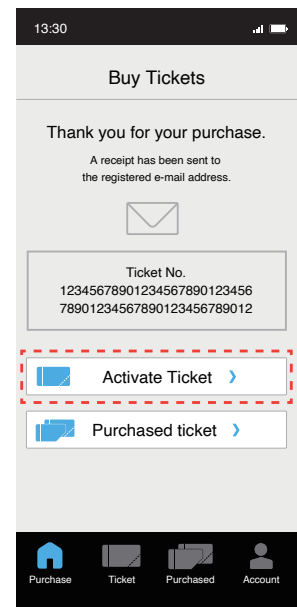


④ Select a payment method and enter the necessary information.

\*Available payment methods (credit card, Google pay, Apple pay, Alipay)



⑤ Please tap the "Pay" button.

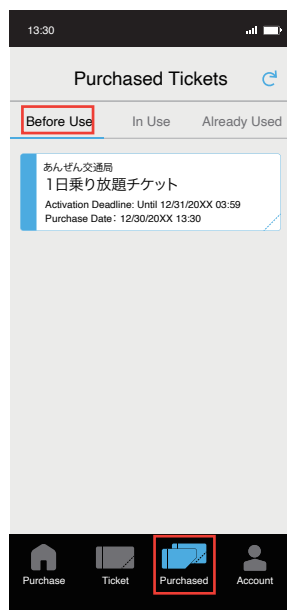


⑥ To use the ticket immediately after purchase, please tap the "Activate Ticket" button.

# How to activate a purchased ticket

\*Please board a bus with the same number of passengers specified at the time of purchase.

\*Product image for illustration purposes only. Actual product may vary.



- ① Tap "Purchased" → "Before Use" then tap a ticket you want to use.



- ② Tap the "Activate Ticket" button just before showing it to the crew.



- ③ Tap the "Use" confirmation button to activate the ticket.



- ④ Please present the ticket screen to the crew member.

# How to use a activated ticket

\*Please board a bus with the same number of passengers specified at the time of purchase.

\*Product image for illustration purposes only. Actual product may vary.



Tap the "Ticket" button to display the ticket screen.

OR



① Tap the "Purchased" → "In Use" buttons to show and select one of the tickets you purchased.



② Tap the "Show the ticket" button to display the ticket screen.



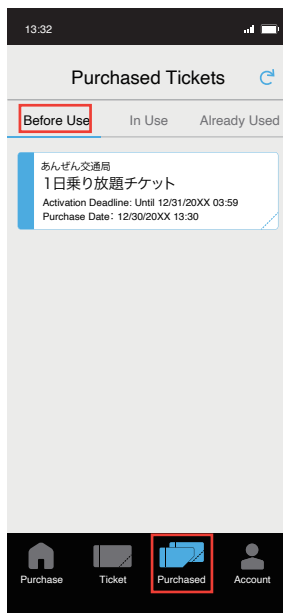
If your Internet connection is unstable or you are offline, the ticket screen may not appear.  
In this case, please show the crew the receipt that was sent to your e-mail when you purchased your ticket.

In case of multiple activated tickets available, to show each ticket screen by slidding ticket screens horizontally.

# How to refund a ticket

\*Only tickets before activation can be refundable.

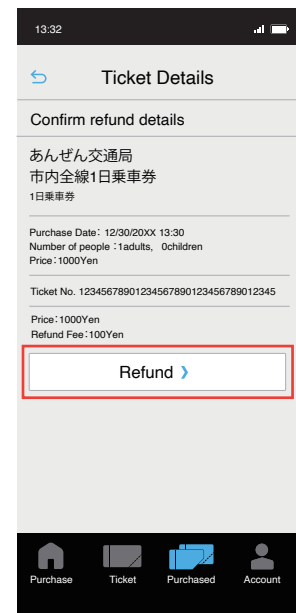
\*Product image for illustration purposes only. Actual product may vary.



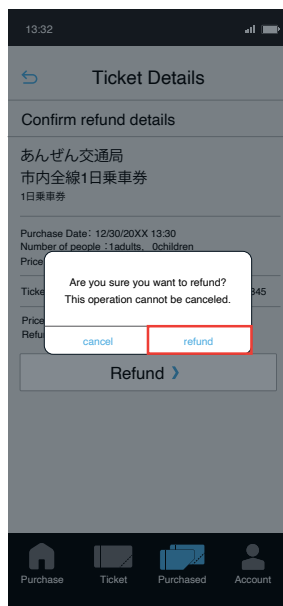
- ① Tap the "Purchased" → "Before Use" buttons and select the ticket you want to refund.



- ② Please tap "refund the ticket".



- ③ After confirming the refund details, tap the "Refund" button.



- ④ Please double check the confirmation message and tap the "refund" button to proceed.

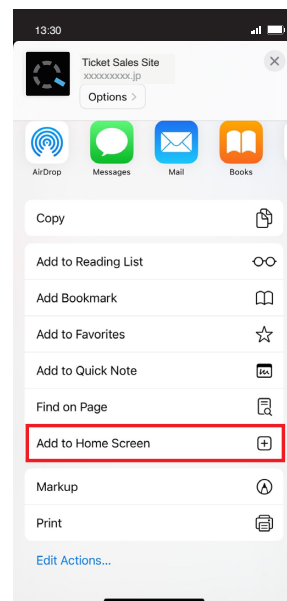


- ⑤ When the refund process is successfully completed, "Refunded" message will be displayed.



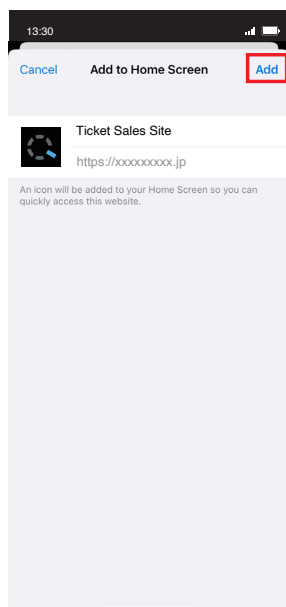
\*Tickets that have been refunded can be checked even later in the list of used tickets which can be displayed by tapping "Purchased" → "Already used".

# How to add to home screen : For iPhone

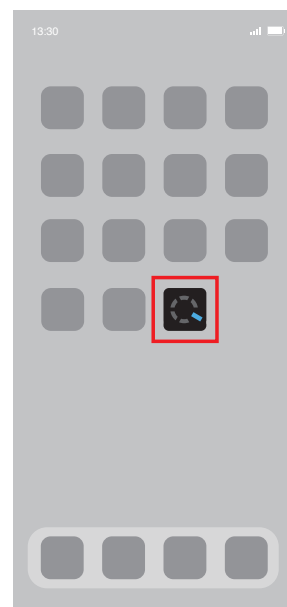


- ① Open the ticket sales site on Safari and tap the share button located in the center of the bottom of the browser.

- ② Tap "Add to Home Screen" in the displayed menu.

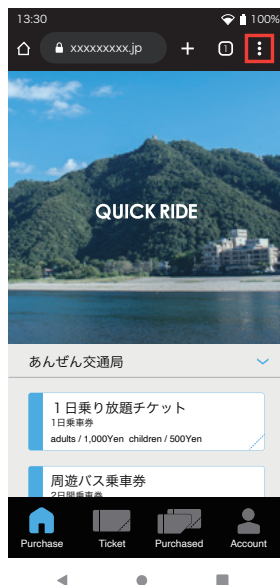


- ③ Tap "Add" located in the upper right corner.



- ③ An icon will be added to the home screen.

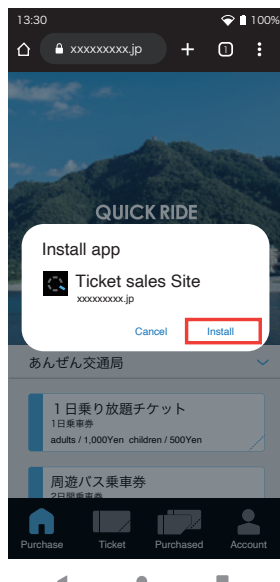
# How to add to home screen : For Android



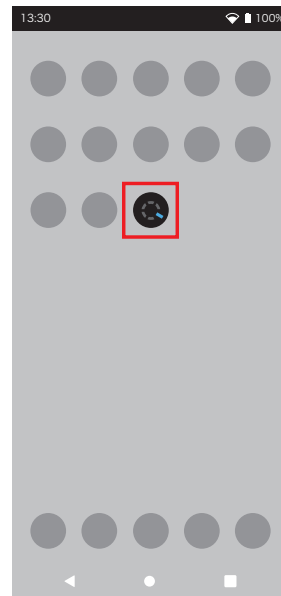
- ① Open the ticket sales website on Google Chrome and tap the menu button located in the top right corner of the browser.



- ② Tap "Install app" in the displayed menu.



- ③ Tap "Install".



- ④ An icon will be added to the home screen.