Redeeming your Uber Voucher

Accept voucher by clicking on the url link

View voucher usage details

Automatically stored as payment option

Automatically applied to trips that meet requirements
Rider Experience

At the time of the event, the offer will become ready for the rider to use.

Using your personal profile (*not your business profile), input a destination in the Uber app that meets the parameters set by the business; the Voucher **automatically apply your offer**.

Visit our rider experience website here
Where is my Voucher?
The voucher only becomes available for use within the timeframe and location listed on the redemption details page, and so you'll only be able to see your voucher after entering an eligible ride. You can check the voucher details at any time by clicking on the voucher link.

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.

If you are still not seeing it, make sure you are using the latest version of the Uber app. Try updating your app, restarting by swiping up and then enter a destination that falls within the eligible destinations.

Will Vouchers work on my business profile?
No. Currently, vouchers are not valid on your business profile. Make sure you’re using any other profile besides that in order to redeem.

When is my Voucher eligible for use?
Vouchers only work within the parameters set by the provider. Be sure to double check this by clicking on the original voucher link at any time.

I received an error message when trying to use my Voucher. What should I do?
Double check that the payment method you are using is correct. Vouchers currently will not work with cash, Apple Pay or Android Pay.

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.

I'm not ready to use my Voucher
That’s alright. Your voucher will remain on your account until it’s expiration, but you can choose when to use it by toggling it on and off. After you’ve entered your destination details, simply tap on the voucher within the payment method. Within the Rider Profiles, you'll see all of the vouchers currently on your account. Toggle the voucher off if you'd prefer not to use it.

If you have multiple profiles, you'll need to tap “change” on your payment method in Ride Profiles before being able to scroll down and toggle your voucher off.

How to Use Your Voucher
Assistance During a Vouchers Event: 1-833-578-0486 (admins only)

Additional Questions? Visit our Help Center