

Go anywhere, the easy way.



Travelling with CmX: how it works and your rights

Everything you need to know to book a bus or train, pay, board, change your plans, get a refund and send a parcel, explained simply.

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For passengers and parcel senders

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Bus · Train · Parcel

English · Français · Pidgin

WELCOME

CmX in four steps

CmX lets you book intercity buses and trains in Cameroon and across the border from your phone, board with a ticket that works without internet, follow your bus live, and send parcels on the same buses.

1

Search

Choose where you leave from, where you go, the day and how many people travel.

2

Choose

Compare buses by time, price, comfort and agency. Pick your seats on the bus map.

3

Pay

Pay in the app with MTN MoMo, Orange Money, card or your CmX wallet.

4

Board

Show your QR ticket at the gate. It works offline, even with no signal.

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Clear prices

You always see the full price, with every fee, before you pay. No surprises at the gate.

Your language

The app works in English, French and Pidgin. CmX Assistance understands you by text or voice.

Works offline

Your tickets and parcel codes stay on your phone and work with no internet.

Good to know The fees and times in this guide are the CmX standard rules for your information. The agencies set their own amounts and schedule. The app always shows the exact amount and schedule for your trip before you confirm.

BOOKING A TRIP

Find a bus and book your seats

Search by town, date and number of travellers. Results show every agency, the bus type, the journey time and the seats left.

Searching

- Pick the day: **Today**, **Tomorrow** or **Pick date**, and a time if you like.
- Sort by earliest departure or by **cheapest**: what you pay, the fare plus the agency's service fee.
- Filter by time of day, bus type (VIP, Classic, Night), price and agency.
- A bus is shown as bookable only if it has enough free seats for your whole group.
- Not sure of the day? Buy an **open ticket** and choose the bus later. Unused by its end date, it expires with no refund.

Choosing seats

- Pick your seats on the bus map. Family and friends can sit together.
- Front-row or window seats may cost a different amount, set by the agency.
- Seats marked **D** are kept first for passengers with a disability.
- The seat next to the driver cannot be booked.

10-minute hold When you continue from the seat map, your seats are held for 10 minutes while you finish. A timer shows the time left. If it runs out, the seats go back on sale and you simply choose again.

Passenger details

- Every seat needs the name of the person who travels: pick them from your saved travellers or type the name on their ID card.
- Each passenger gets their own ticket. If you add their phone number, we send their ticket to them by WhatsApp and SMS.
- Some agencies ask for an ID card or driving licence for every passenger. The app tells you when it is needed.
- Up to **9 passengers** per booking. Groups of 10 or more: choose the route and date and tap **Send a group travel request**. CmX shows the buses with enough seats (best price, most comfortable, arrives first); pick one, or send to all agencies.

Travel with what you need

Add bags and bulky items when you book, so there is room for them on the bus.

LUGGAGE	RULE	PRICE
Included	One bag up to 20 kg and a small hand bag per passenger	**Free**
Extra bag	Each additional bag	**Set by the agency**
Bulky item	Sack of produce, mattress, crate	**Set by the agency**

Promo codes Enter a promo code before you pay. The app tells you if a code has ended or only works for parcels.

PAYING

Pay the way that suits you

The price you see includes the fare and the agency's service fee. Nothing is added later.

Mobile Money

MTN MoMo or Orange Money. Approve the request on your phone with your PIN.

Card and wallet

Visa or Mastercard, or your CmX wallet balance (refunds and credit).

Only in the app

Tickets are bought and paid for in the CmX app. There are no ticket desks and no cash payments.

If a payment does not go through

WHAT HAPPENS	WHAT IT MEANS	WHAT TO DO
Not enough money	Your Mobile Money balance is too low.	Top up, use another number, or pay by card or wallet. Your seats stay held.
Approval expired	The PIN request was not approved in time.	Try again and approve within 2 minutes.
Operator not available	MTN or Orange is having a problem.	Use the other operator or a card.
Still waiting	The operator has not confirmed after 10 minutes.	**Do not pay again.** Tap Check the status. If it fails, nothing is taken.
Money taken, no ticket yet	We received your money but the ticket is slow to issue.	Wait. If no ticket comes within 15 minutes, you get a full refund automatically.
Payment reversed	Your operator cancelled a payment after booking.	Your tickets are on hold. Pay again within 30 minutes to keep them.
The fare changed	The agency changed the price while you were booking.	You see the old and new price. You only pay if you accept.

Your seats are held while you pay

- From the seat map, your seats are held for **10 minutes** while you finish paying.
- If the time runs out, the seats go back on sale and you simply choose again.
- Business accounts can choose **Bill my company**: one monthly invoice with VAT.

Paying from abroad

- Prices stay in FCFA, with an estimate in euros, dollars, pounds or Canadian dollars.
- Pay with a card from any country, PayPal, Apple Pay or Google Pay.
- **Ask someone to pay:** send a pay link to family abroad. Your tickets arrive when they pay.

YOUR TICKET AND BOARDING

One ticket per passenger, works offline

Each passenger has an e-ticket with a QR code, a ticket number, their name and seat. It is saved on your phone and works without internet.

Boarding times

WHEN	WHAT HAPPENS
1 hour before	**Boarding opens.** From now on you cannot change or cancel the ticket.
30 minutes before	**Boarding closes.** Be at the gate before this time.
Departure	Passengers who did not board are marked as no-show.

Your phone is dead or the QR will not scan

Give your **ticket number** (for example GN7Q4X-10) and show your ID at boarding. You can send the ticket numbers by SMS to someone travelling with you, just in case.

Correct or change a name

Spelling mistake, or someone else travels instead? Edit the name on the ticket up to **1 hour before boarding opens**. A new QR code replaces the old one. Once boarding starts, names can no longer be changed.

Can't travel?

Put your seat back on sale from the ticket. The agency credits your wallet only once someone else pays for that seat on that same trip.

Running late

Tap **Running late?** to see later buses with the same agency. A small fee set by the agency may apply per person, plus any fare difference.

Missed your bus

If you do not board and did not move your ticket in time, the ticket is not refunded. Use **Running late?** as early as you can: it is cheaper than buying a new ticket.

Old tickets In **Account › Settings › Ticket archive**, choose how long to keep used and scanned tickets on your phone: 30 days, 3 months, 6 months or 1 year. After that they are deleted automatically.

Your tickets are protected Every ticket is signed. When a ticket is changed or cancelled, its old QR code is refused at boarding, even from a screenshot. Nobody else can travel on your seat.

CHANGING OR CANCELLING

Plans change. Here is how it works.

The person who booked and paid can change or cancel any ticket on the booking from the app, until boarding opens.

Refunds when you cancel

WHEN YOU CANCEL	YOU GET BACK
Standard ticket	**90%** of the fare 24 hours or more before departure; **50%** from 6 to 24 hours; **nothing** under 6 hours
Flexible ticket	**100%** of the fare 24 hours or more before; **50%** from 2 to 24 hours; **nothing** under 2 hours
Strict ticket	**50%** of the fare 48 hours or more before; **nothing** after that
Non-refundable ticket, or a ticket already scanned	**Nothing**

The agency chooses the policy; you see it before you pay and on your ticket. The service fee is not refunded when you cancel. Refunds go to your CmX wallet at once.

Cancel some seats only

Travelling with others? Cancel only the seats you no longer need. The rest of the group keeps their tickets and seats.

Change a seat

Choose another free seat on the live bus map. Front-row or window seats may cost a different amount, set by the agency. You pay that difference and receive a new QR code.

Change bus

Move everyone on the booking to another bus of the same agency on the same route. **Free.**

Seat wish

Want a window or a front seat? Make a wish. When a matching seat is freed, we hold it for you for 10 minutes and ask if you want it.

Every change is recorded Each change or cancellation has its own reference number in your booking history. The agency and the CmX support team see the same record, so it is easy to resolve any question.

Only the booker Only the person who booked can cancel or change. Other passengers can ask the booker for their own ticket.

WHEN THE AGENCY CHANGES YOUR TRIP

You are told first, and you choose

If the agency cancels, delays or changes your bus, you get a notification and an SMS straight away, with the options open to you.

WHAT HAPPENED	YOUR OPTIONS
Bus cancelled	Move for free to another bus, or get a **full refund**, service fee included.
Delayed 1 hour or more	Keep your bus, move for free, or get a full refund of your fare.
New departure terminal	Keep your bus at the new place, move for free, or get a full refund of your fare.
Breakdown on the way	The agency is responsible for sending a replacement bus, free of charge. You get a notification with the new bus, your updated seats and new QR codes.
VIP bus replaced by Classic	You travel on the Classic bus and the price difference is refunded automatically.

What a full refund covers

When the agency **cancels** your bus, you get back everything you paid, **service fee included**. After a delay of an hour or more, or a new terminal, you get your fare back; the service fee is kept. Refunds go to your CmX wallet.

New tickets after a move

When you move to another bus, your new tickets with new QR codes appear at once. The old ones stop working.

Tip Keep notifications on for CmX. If something changes, you will know before you leave home.

CONNECTING TRIPS

No direct bus? Find the connection.

Just like booking connecting flights: search from A to B and the app finds buses that change in the towns in between. One booking, one payment.

Example: Bamenda to Yaoundé, 2 stops



Bamenda to Bafoussam, a 45-minute transit, Bafoussam to Douala, a 1-hour transit, then Douala to Yaoundé. One booking and one payment, with tickets for each stop.

Who sets the connections

The agencies make these schedules and publish them. You just search your route: if a connection is available, the app shows it.

What you see

- Each stop, with the **transit time** or **layover** in that town.
- Layovers can be as long as 24 hours, for example a night in a town on the way.
- Arrival on a later day is marked **+1**.
- Options tagged **Arrives first**, **Fastest** and **Cheapest**.

No service fee

Trips with connections have **no service fee**. You pay only the fares.

Connection protected

When one agency runs every stop, a late bus that makes you miss the next one means a free seat on that agency's next bus.

Several towns or days? Use **Plan your trips and stops** on Home: describe your whole trip and CmX searches every agency for you. See page 9.

PLAN YOUR TRIPS AND STOPS

Describe your trip. CmX finds the way.

Going through several towns, or staying a few days on the way? Describe the whole trip and CmX plans and schedules it for you.

1

Add your stops

Any towns, in any order. For each one: Today, Tomorrow or Pick date, and a time.

2

Who runs it?

Same agency for every stop, or Any agency.

3

Search the trip

CmX matches each stop to a bus or a connection.

4

Book or request

Pay once, or ask agencies to add what is missing.

Who runs your trip?

- **Same agency:** pick it from the list, or type a name or a town to search. It runs every stop and puts you on its next bus free if a late bus makes you miss one.
- Tap ✕ to remove a chosen agency; **Clear** empties the search.
- **Any agency:** CmX Assistance plans and finds the trip with every stop you described. Hit **Search the trip** to begin.

What the search does

- Finds a direct bus for each stop, or a connection of your choice.
- Takes the bus that best fits your date and time, or shows the **closest match**.
- You can make changes that suit your trip and submit another search; CmX finds and plans the trip for you.
- Before paying, CmX shows you each stop with its day, times and seats, then one payment for everything.

When no agency fits

CmX shows what it found for each stop and suggests:

- **Use different agencies** for some stops.
- **Leave a day or two later**, when one agency then runs every stop.
- **Send a trip request** to agencies.
- **Change the stops or days**.

Trip requests

- Send your route, days, passengers and a note. Nothing to pay yet. A chosen agency gets it first, alone, for **2 hours**.
- Follow it in **Trips**; you get a notification at every step: **Request pending** › **Request in progress** › **Trip in planning** › **Request successful** (pay within 24 hours) › **Trip planned** (paid, QR codes sent).

Each stop on its own Every stop has its own tickets and QR codes, and can be changed or cancelled on its own. Going abroad? **Cross border** plans the same way, with cross-border buses only and the documents each stop needs.

SENDING A PARCEL

Send parcels on the same buses

Drop your parcel at the agency terminal, follow it live, and the receiver collects it with a code.

1

Describe it

What it is, its weight or size, and the receiver. Send several parcels at once.

2

Choose options

You pay, and add insurance if you want it.

3

Drop it off

Staff at the terminal weigh and check it, put on the code ID, then it goes on the next bus.

4

Collected

The receiver shows the code and ID at the arrival terminal.

OPTION	HOW IT WORKS	PRICE
Sender pays	You pay when you send. The receiver just collects.	**Set by the agency**
Insurance (optional)	Covers the value you declare	**Set by the agency and the insurer**

Heavier at the terminal?

If the parcel weighs more than you said, you see the new price. Accept it, or take the parcel back for a full refund.

Not collected

Free storage for 3 days, then a daily storage charge set by the agency.

Damaged or lost

Make a claim in the app within 7 days, with photos and a description. They help CmX file a dispute with the agency.

Not allowed Some items cannot travel. The app shows the full list and checks what you describe. The agency may also refuse an item under its own company policies.

SAFETY ON THE ROAD

Help is one tap away

Follow your bus live on the map, let your family follow you, and get help quickly if something goes wrong.

SOS button

- On the live trip map, tap **SOS**.
- Call the emergency services from the list shown.
- Share your live location with family by SMS and WhatsApp.
- Alert the agency and the CmX safety team, who call you back within minutes.

Share your trip

- Send loved ones a link to follow your bus, with the agency, the bus and the arrival time.
- It opens in Google Maps, and in the CmX app if they have it.
- Sharing stops when you arrive, or when you stop it.

Report a problem

Dangerous driving, harassment, an overloaded bus: report it in the app. You get a reference and the agency and CmX follow up the same day.

Lost something?

From your past trips, tap **Lost something on a bus?** and describe it. The agency checks the bus and follows up with you.

Rate your trip

After you travel, rate the agency. Only passengers whose ticket was scanned can leave a review, so reviews are real. Agencies can reply to reviews publicly.

YOUR ACCOUNT AND WALLET

Your account, your way

Sign in with your phone number and a code we send by SMS. No password to remember.

CmX wallet

- Refunds arrive in your wallet at once.
- Use your wallet to pay for trips and parcels.
- **Add money** by Mobile Money or card, and send money to another CmX account.
- Family abroad can **send you travel credit** by card from any country.

CmX Points

- Earn **1 point for every 10 000 FCFA** spent on trips and parcels.
- Points expire 12 months after you earn them.

Lost access to your number

Changed SIM or lost your phone? Tap **Lost access to your number?** on the sign-in screen. We check your ID and a recent trip, then move your account to your new number.

Delete your account

Delete it from Account. It is removed after 30 days; signing in before then cancels the deletion.

Ticket archive

In **Account › Settings**, choose how long used and scanned tickets stay on your phone before they are deleted: 30 days, 3 months, 6 months or 1 year.

Closest agency near me

When the screen saver is on, it shows the agency office closest to your location, how far it is, its next trip and the seats left. Tap **Book this trip** to go straight to the seat map. Turn on location for the best result.

Business account

Bill staff trips to your company with a monthly invoice including VAT. You need the company name and its tax number (NIU).

No smartphone or weak signal

Book from any phone with the CmX USSD menu and receive your ticket by SMS. On 2G, turn on **Data saver** for a lighter app.

CmX Assistance Ask for a trip in your own words, in English, French or Pidgin, by typing or speaking. For example: “Bus to Yaoundé tomorrow morning for two people.”

GETTING HELP

We are here to help

Most answers are one tap away in the app. When you need a person, write to us and keep your reference number handy.

Get help

Type or tap the mic, in English, French or Pidgin. CmX Assistance answers from your account with clear steps; tap **Talk to a person** and Brianna from CmX Support replies live.

Message the agency

From your ticket or live trip, message the agency in the app or on WhatsApp.

Your references

Booking CMX-..., parcel PCL-..., trip request TRQ-..., support SUP-..., approval ADM-.... Quote them and we find you fast.

Quick answers

My payment is still pending.	Don't pay again. Tap Check the status. If it fails, no money is taken.
I paid but have no ticket.	It usually arrives within minutes. If not after 15 minutes, you are refunded in full automatically.
My bus was cancelled.	Open the alert on your ticket. Choose a free move or a full refund, service fee included.
I can't show my phone at boarding.	Give your ticket number and show your ID.
A name on the ticket is wrong.	Edit it on the ticket up to 1 hour before boarding opens. A new QR code is issued.
I can't travel any more.	Put your seat back on sale; your wallet is credited when someone else buys it. Or cancel and get what your ticket's refund policy allows.
There is no direct bus to my town.	Search anyway, or send a trip request from Plan your trips and stops.
My parcel was weighed heavier.	Accept the new price or take it back for a full refund.
The receiver hasn't collected the parcel.	Send a reminder from the app. Storage is free for 3 days.
An agent booked for me at the terminal.	You get a **payment request** in the app. Check the details, then tap Approve and pay, or Decline ("I didn't ask for this" alerts CmX support). It expires after 10 minutes. No cash; nobody asks for your PIN.
"Too many searches".	Wait a minute, then tap Try again. Your search is kept.
Support says a change needs approval.	Support guides you but never changes a booking, payment or parcel. A CmX admin decides; you get an ADM-... reference and a notification.



Go anywhere, the easy way.

Download CmX Passenger and book your next trip in a few taps. Your ticket works offline, your parcels are tracked live, and help is always one tap away.

cmxtratechinc.cloud

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