

Frequently asked questions

Starting Wednesday, October 21, 2026, every PAVE partner has a Partner Experience Manager (PXM): your named day-to-day contact at PAVE. These answers cover how the team works and where to send each kind of request.

ANYTHING ON YOUR ACCOUNT

Your PXM

Questions, issues, new locations, and changes to your program.

ROUTINE REQUESTS

partner.experience@pavemobility.com

User access, reporting, reconciliation, permit uploads, and training. Response within 1 business day.

NOTICE DISPUTES AND CANCELLATIONS

clientrequests@pavemobility.com

Every request is logged, tracked, and processed.

About the Partner Experience Team

What is a Partner Experience Manager at PAVE Mobility?

A Partner Experience Manager (PXM) is your day-to-day contact at PAVE Mobility. Your PXM owns every request through to resolution and tells you about changes before they happen. The role is part of PAVE's commitment to a transparent, accountable partnership.

Who is my Partner Experience Manager?

Your PAVE sales lead names your PXM in your Partner Experience Team announcement, and your PXM contacts you directly to set up a regular check-in. Ralph Andrade leads the PAVE Partner Experience Team.

What changes for PAVE partners on October 21, 2026?

Starting Wednesday, October 21, 2026, every PAVE partner has a Partner Experience Manager for day-to-day support. Your program and your agreement stay the same.

Will I still work with my PAVE sales contact?

Yes. Your sales lead handles new programs, contracts, and the direction of the partnership. Your PXM takes each program from implementation forward and handles the day to day.

Getting help

What should I contact my PXM about?

Your PXM is your first call for anything on your PAVE account, from an operational question to a change in your program. Your PXM also manages each new location from kickoff to go-live.

Where do I send routine requests?

Email partner.experience@pavemobility.com for user access, reporting requests, reconciliation, permit uploads, training, unenforceable dates, and integration questions. Your request reaches the PAVE Partner Experience Team, and the team responds within 1 business day. Please copy your PXM on these requests so they stay current on changes to your account, such as adding or removing permits.

How do I dispute or cancel a parking notice?

Email clientrequests@pavemobility.com. It is the fastest route: every request sent there is logged, tracked, and processed.

Who do I contact when my PXM is out?

Your PXM's away message names the address to use. Requests sent to partner.experience@pavemobility.com reach every member of the PAVE Partner Experience Team.