

Contactless Guide

There are two ways to use contactless – please ensure that you use the correct mode, otherwise it may result in the customer being overcharged:

TapTapCap

CAPPED CONTACTLESS PAYMENTS

TapTapCap should be used for:

- Adult bus passengers – one card or device per passenger.

The customer taps the same card or device for every journey across our entire network.

Retail Mode

PAPER TICKETS

Retail Mode should be used for:

- child/family tickets,
- multiple passengers travelling with one card or device,
- passengers travelling on Edinburgh Trams.


Payments are not capped, so the customer needs to request the appropriate ticket(s) (e.g. Single or Day Ticket) depending on the number of journeys they plan to make.

How to use TapTapCap:

Lothian


1. The customer boards and taps their contactless card or device against the card reader.
2. If successful, the ticket machine will beep and show a green 'Transaction Success' screen – the customer can board.

Airlink & Skylink

1. Press the UP key 
2. Select the customer's destination to issue an Adult Single Ticket, or select Adult Return.
3. If successful, the ticket machine will beep and show a green 'Transaction Success' screen. A ticket will be issued showing the fare for that journey only.

How to use Retail Mode:

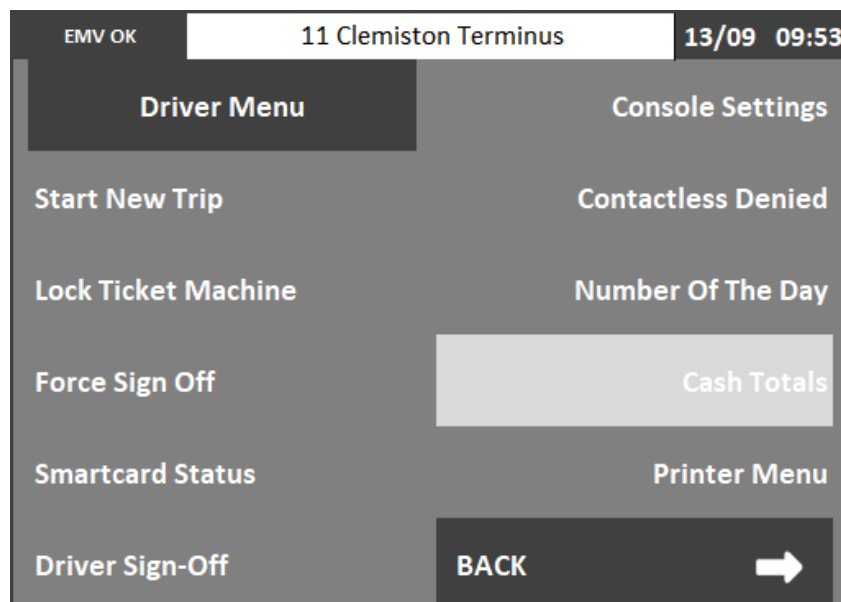
All services

1. Press the DOWN key 
2. Add the ticket or tickets to the basket, the red total box will update with each ticket added.
3. Press the Enter key.
4. If successful, the ticket machine will beep and show a green 'Transaction Success' screen. The ticket(s) will be issued.

If someone wants to use Tap Tap Cap for themselves and then buy a paper ticket for someone else with the same card (their child maybe), make sure they register a TapTapCap tap and then you can set up retail mode to allow them to buy a paper ticket for the additional person.

Declined Payments

A ticket receipt is available on ETMs to provide customers with more information about why their contactless card or device has been denied for travel. This can be accessed from the Driver's Menu of the ETM.



With contactless on a bus, payment is requested after a customer has travelled. When a payment is declined we must prevent that card from being used on our buses by adding it to a 'deny list' until we get a successful authorisation from the customer's bank.

If a customer's card is denied, then this means the customer's bank declined payment for a *previous* day's travel. The customer will need to use another card or payment method to pay for that journey.

In the background, we'll be trying to get an authorisation to remove their card from the deny list. If we're successful, they may see a pending payment authorised but remember that this payment will be for journeys they made the last time they travelled.

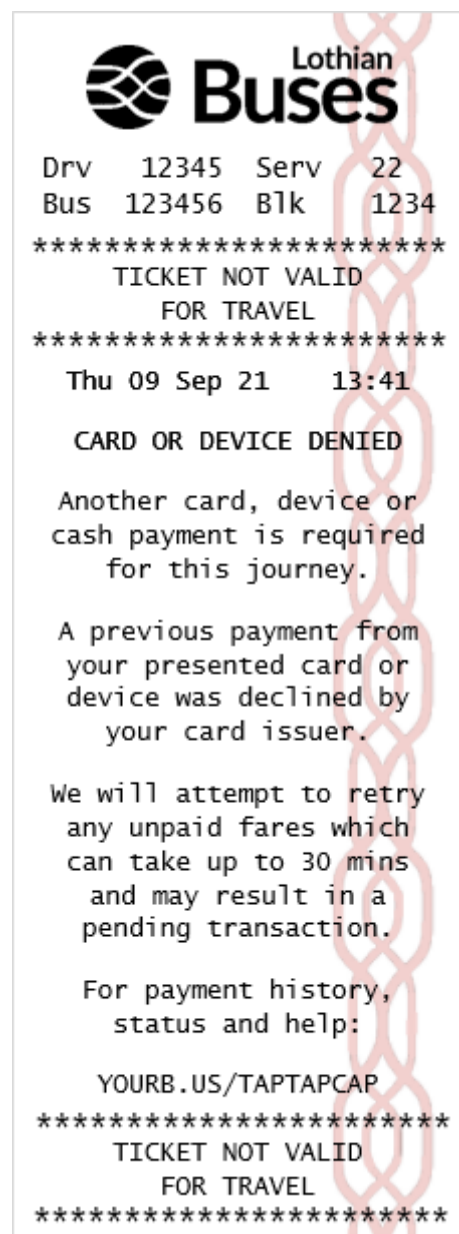
Mistakes

If a customer accidentally taps their contactless card, or decide they don't want to travel, then the same procedure applies as if they had paid cash into the hopper - please give them an overpayment slip which can be redeemed at Waverley Travelshop.

Airlink drivers can annual the transaction in the normal manner - please remember to attach the ticket annulment to the annulled ticket, and enclose it with your waybill.

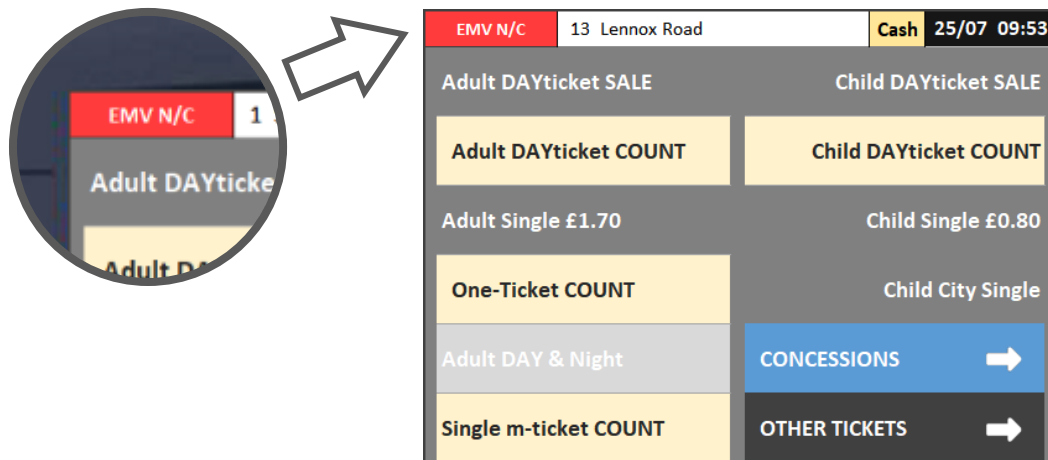
Transferring Customers

If a customer has been transferred from another bus (changeover), please do not ask them to tap their payment card again.



Contactless Reader Failure

If the ticket machine cannot connect to the contactless reader, a red “EMV N/C” message will be shown the top left of the screen for as long as the card reader remains disconnected.



If the reader has just rebooted (for example, after a temporary power blip) the reader will reconnect after around 3 minutes – “EMV OK” will be shown in the top left corner once it has reconnected.

Should the reader continue to be disconnected, please report the fault to Control as soon as possible.

How TapTapCap works

We accept Visa or Mastercard (including Maestro) Contactless Payment cards which carry the contactless symbol, as well as Apple Pay and Google Pay. We cannot accept payments by American Express.



Customers must tap the **same card or mobile payment device for every journey across our entire network.** and the following morning we'll automatically charge them the cheapest adult daily fare for the journeys they've made.

If they keep using the same card or device all week and they reach one of our weekly caps, which run from Monday to Sunday, they won't pay any more for the rest of the week.

We request payment the following morning and this might take a few days to appear on the customer's bank statement. Customers can check their journey and payment history at lothianbuses.co.uk/contactless.