

## **Smart card FAQ – January 2023**

Following the introduction of smart cards, Z & S have created some further FAQs in relation to queries they have received.

### **Why can't I see an option to top up my child's card?**

You are probably logged in with your child's account. Please log out and log back in using your email and the password you set up when you registered.

### **Has the price gone up? I used to pay £1.10 for a single journey, £2 for a return, £9 for a weekly, £30 for a 4-weekly, and now the prices are double.**

Please make sure that you have uploaded your All in One card at the payment portal. This will give you the discounted price when you proceed to payment. If you have not uploaded your All in One card and wish to do so, please click EDIT PUPIL and you will be able to upload it from there.

### **How do we use the Smart Card?**

There are two options to use the Smart card:

1. You can top up the balance on the card and your child can use it on the bus as a regular payment card. Your child needs to tell the driver that he or she would like to buy a ticket and pay using the balance on their card.
2. You can buy a weekly or 4 weekly ticket for your child and it will be uploaded to the Smart card. Once on the bus your child needs to tell the driver that they have a Weekly/monthly ticket on the card. The card then gets tapped on the machine.

Please note – single journeys and return tickets do NOT get loaded on the card. If you prefer to buy a single or a return ticket, you will receive it in your email in PDF format. Please, either print the ticket, or send it to your child's phone.

### **My child has lost their card. What do I do?**

Please call 01296 415 468 (then select option 1) and inform the Z & S office. The lost card will be blocked and a new card will be assigned to you. Please note that this will incur a fee of £5.

### **Why did I have to create a separate password for my child?**

The main account is for the parent. You log into it using your email and the password you set up as you created it. This is the account you use to top up your child's balance and purchase tickets.

Your child's account is for your child to see what tickets they have.

### **Can my child use a bank card/Apple pay etc to buy tickets from the driver?**

Yes.

### **Can I give my child cash to top up his or her card with the driver?**

No, cash is no longer accepted on the bus.