

## ABC FAQs

### About smart travel

#### **What is a smartcard?**

It is an electronic ticket in the form of a plastic card with an embedded microchip that stores your travel tickets. Smartcards are re-usable and can be loaded on bus with smart tickets including ABC Day or ABC Week passes.

#### **Is there a charge for a smartcard?**

No, the smartcards are issued free of charge

#### **Do I need to do anything when I get my card?**

You can choose to register your smartcard with the operator who issued it.

#### **Is there a version for children?**

Yes ABC day and ABC week tickets are available as an adult version or a child version, which is available for under 16s. You may be asked to provide proof of age when buying or using a child version.

#### **What about under-5s?**

Children aged under five travel for free when accompanied by an adult.

### Using your Smartcard

#### **How do I use my smartcard?**

When you board the bus place your card onto the ticket reader and tell the driver where you are going. The driver can tell whether there is a smart ABC ticket product already on the card.

#### **How do I renew my smart ABC ticket?**

Simply place your smartcard onto the ticket reader and tell the driver which ABC ticket product you require. The driver will then load the new ticket onto your smartcard and you just pay the driver the cost of the product.

#### **Can I top-up by credit or debit card?**

We currently only accept cash payments on bus, but you can pay by credit/debit card at Xplore Dundee travel shop - Commercial Street, Dundee, or the Stagecoach travel shop at the bus station - Seagate, Dundee.

#### **What should I do if I lose my smartcard?**

Unfortunately if you lose your smartcard you may lose any remaining value that was stored on it.

If you have registered your Discover card with Xplore Dundee, they may be able to help by hotlisting your card to ensure no one else could use it, full details can be found on [nxdiscovr.co.uk](http://nxdiscovr.co.uk). If you have lost your National Entitlement card this can be reissued by your local authority. Otherwise simply ask your bus driver for a new smartcard.

#### **What happens if my card doesn't work on the bus?**

The driver can run a card report on your smartcard to see if there is a valid product on the card. In the unlikely event your card does not work, despite having a valid product loaded onto it, you will need to pay the appropriate fare, but keep your ticket and you can contact the supplier of your smartcard (contact details below for the bus operators and Dundee City Council.)

#### **Can I use my smartcard for other tickets?**

Yes, you can use it for Stagecoach megarider tickets and Xplore Dundee Discover tickets.

**Do I need to register my smartcard?**

If you have a StagecoachSmart card it is advisable to register it with Stagecoach by visiting [stagecoachbus.com](http://stagecoachbus.com).  
If you have an Xplore Dundee Discover card it is advisable that you register it with Xplore Dundee either by visiting [xploredundee.com](http://xploredundee.com) or visiting their travel centre.

**Contact details**

If you have a query or problem with your smartcard you can contact the operator or authority who issued the card for assistance:

National Entitlement card:

Call 01382 433267 or email [dundee.nec@dundeecity.gov.uk](mailto:dundee.nec@dundeecity.gov.uk)

Moffat & Williamson card:

Call 01382 541159 or email [enquiries@moffat-williamson.co.uk](mailto:enquiries@moffat-williamson.co.uk)

StagecoachSmart card:

Call 0345 810 1000 or email [customer.support@stagecoachsmart.com](mailto:customer.support@stagecoachsmart.com)

Xplore Dundee Discover card:

Call 01382 340005 or email [discovercard@nationalexpress.com](mailto:discovercard@nationalexpress.com)