

January extended track closures - impacts all lines



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[Home](#) / [About Translink](#) / [Projects and initiatives](#) / [Smart Ticketing and contactless payment](#) / [Smart Ticketing FAQs](#)

# Smart Ticketing FAQs

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We're introducing new payment methods for travel, including contactless Visa, Mastercard, and American Express debit or credit cards. You can also use debit or credit cards in the digital wallet of your smartphone, smartwatch, or smart device.

This page provides answers to frequently asked questions about the new Smart Ticketing system.

## What is Smart Ticketing

### What is the Smart Ticketing project?



The Smart Ticketing project is a Department of Transport and Main Roads (TMR) initiative that is introducing new ways to pay for travel. Smart Ticketing is making it easier for you to plan, catch and pay for public transport by:

- introducing new contactless payment methods
- upgrading existing ticketing equipment
- delivering new digital channels to improve how customers can self-manage their travel account online

Smart Ticketing is being implemented across all modes of public transport in South East Queensland and 18 regional urban bus services.

### Why do we need to change the go card system?



The current card-based system is more than 20 years old and is approaching end-of-life, meaning the system does not have the capability to evolve with changing technology and customer needs. It has been superseded by new cloud-based ticketing systems and secure contactless payment technology.

### When will the new digital channels be available?



Smart Ticketing is delivering new digital channels to help you self-manage your travel account online and record individual account requirements, such as concessions.

Right now, you can view your trips and request a fare adjustment online through the Translink [Ticketing Assistant](#).

More digital channels are currently in the development stage, and once complete, will progress into testing and user trials prior to public launch.

**How do I know my personal and financial information is secure when using Smart Ticketing?**

Translink is committed to ensuring a secure, privacy-compliant payment solution for Queensland. As part of our commitment, we are working with the Queensland Privacy Commissioner and other stakeholders to ensure the best outcome for customers, including ensuring customers can travel anonymously if they wish.

All Smart Ticketing devices are secure, privacy-compliant, ticketing payment solutions, certified to the same global standards required of any banking system or device. This includes end-to-end EMV compliance, Payment Card Industry Data Security Standard (PCI DSS) compliance and Payment Card Industry PIN (Personal Identification Number) Payment Transaction Security (PCI-PTS) compliance.

Access to travel history and associated fare payments for a Smart Ticketing payment method linked to a credit or debit card is available to the holder of the credit card linked to a credit card account or a debit card linked to a bank account, including joint bank account card holders. Any person with access to your Smart Ticketing payment method may be able to access your travel history and associated fare payments. If you are concerned that someone is using your card details to access your travel history, we suggest you use a different card, a registered *go* card or a paper ticket. Please phone 13 12 30 if you have further questions or view the [Smart Ticketing terms and conditions](#)

**How to use Smart Ticketing**

**Where can I use Smart Ticketing?**

You can trial Smart Ticketing for travel on

- All South East Queensland (SEQ) trains, trams and ferries
- Bus services operated by: Brisbane Bus Lines, Bus Queensland, Caboolture Bus Lines, CDC, Hornibrook Bus Lines, Kangaroo Bus Lines, Kinetic Sunshine Coast, Logan Coaches, Mt Gravatt Coaches, Thompson Bus Services, Transdev Queensland.

The remaining SEQ bus operators will be progressively activated, operator-by-operator in the coming months. Read more about the [rollout of Smart Ticketing](#).

**What payment methods can I use with Smart Ticketing?**

Smart Ticketing payment methods are contactless Visa, Mastercard or American Express debit or credit cards, including cards in the digital wallet of your smartphone, smart watch or other smart devices.

Eftpos or prepaid cards are not accepted with Smart Ticketing.

You can still use your *go* card on new Smart Ticketing equipment or purchase a paper ticket to pay for travel.

**How do I use Smart Ticketing?**

To use Smart Ticketing successfully, you need to prepare early, take your card out of your wallet or case or prepare your smart device ready to tap. Simply present one payment method to the centre of the validator and wait for a message to be displayed. You do not need to physically touch the screen.

Tap on at the start of your trip and tap off at the end of your trip using the same card or device. If you tap on with one payment method and use a different payment method to tap off, you will be charged a default fare on both payment methods as you will have an incomplete journey/s.

**Can I pay with contactless if I am transferring between services?**

Contactless debit and credit card payment is available on South East Queensland (SEQ) trains, trams, and ferries and is being progressively rolled out on SEQ buses. If you're transferring to a bus, you can check whether [contactless is available](#) for your journey.

Remember to tap on and tap off with the same payment method when transferring between any station or service to ensure you are charged the correct fare for your journey.

**How do I pay for other people travelling with me?**

Every person needs to tap on and tap off using their own contactless debit or credit card or *go* card.

If you have multiple devices for one account (like a physical card, digital card, or smart watch), these can be used as separate payment methods.

Alternatively, you can buy a [paper ticket](#).

**Are my digital and physical bank cards interchangeable when tapping on and tapping off?**

No, your digital cards and physical cards are considered different payment methods when tapping on and off.

To make sure you pay the correct fare, always tap on and tap off with the same card or device – for example if you tapped on with your smartphone, tap off with it too.

When you add a credit or debit card to your digital wallet, a new virtual card number is generated. This is why they are not interchangeable, even if they're linked to the same bank account.

**How do I check my trip history?**

If you paid using a contactless debit or credit card, you can check your trip history online through the [Ticketing Assistant](#). You can also request a fare adjustment if something doesn't look right.

If using a *go* card, please continue managing your travel through your [go card account](#).

You can also call us on 13 12 30 if you have an enquiry about your travel.

**Tapping on and tapping off**

**How do I know if I tapped on and tapped off successfully?**

If you see a large white tick with green lights and hear the sound of one beep, your tap was accepted.

## How do I cancel a tap?

If your plans change and you decide not to travel, you can cancel your first tap by tapping the same card or device at the same station, from 11 seconds up to 20 minutes after your first tap. There is no charge for cancelling a tap.

## Tap successful validator screen messages

- **Card already read** – you have already tapped. If you need to cancel a tap, please wait 10 seconds and tap again.
- **Tap cancelled** – your tap has been successfully cancelled. The Smart Ticketing validator has accepted two taps within 10 seconds up to 20 minutes from the same card or device at the same station.
- **Card expiring soon** (*go card* only) – your tap was accepted, however your *go card* is expiring soon. Please visit a retailer to have the expiry date extended.
- **Low balance** (*go card* only) – your tap was accepted, however the balance on your *go card* is low. You can top-up your *go card* online, at a fare machine, retailer or call Translink on 13 12 30.
- **Please contact Translink on 13 12 30** (*go card* only) – your tap was successful, however there is an issue with your *go card* account. Please call Translink on 13 12 30 for more information.

## How do I know if my tap was declined?

If you see a large white cross with red lights and hear a double beep sound, your tap was declined.

## What do I do if my tap was declined?

You must have an accepted payment tap from a Smart Ticketing validator or purchased a paper ticket for valid travel. If your tap was declined, you may need to try again, use a different contactless payment method, *go card* or purchase a paper ticket.

## Tap declined validator screen messages

- **Please try again** – your tap was not accepted, and you need try again by presenting your *go card* or contactless payment method to the centre validator screen to tap on or tap off. Remember to present one card or device to tap on and tap off, to avoid a card clash.
- **Present one card** – more than one card has been detected by the validator for payment. Please remove the card that you would like to use from your wallet or case and present one card or device to tap on and tap off.
- **Invalid card** – your card invalid and cannot be used to tap on and tap off for travel. Please use a valid *go card* or contactless payment method to tap on/off. Alternatively, you can purchase a paper ticket. If your *go card* is invalid, please call Translink on 13 12 30. If your bank card is invalid, please contact your bank or financial institution.
- **Not accepted** – your card is not accepted and cannot be used to tap on or tap off for travel. It may be from a non-participating scheme, reported lost, stolen or has been blocked by your financial institution. For more information on your contactless payment method, please contact your financial institution. For immediate travel, please try another payment method.
- **Card has expired** – your card has expired. For immediate travel, please try another payment method. To extend your *go card* expiration date, please visit a participating retailer.
- **Insufficient balance** (*go card* only) – there are insufficient funds available on your *go card* for travel. For immediate travel please top-up your *go card* or use a valid contactless payment method to tap on and tap off. Alternatively, you can purchase a paper ticket.

- **Pass has expired** – your Translink pass has expired. For immediate travel, please use another payment method. To extend your pass expiration date, please visit a participating retailer.

## Smart Ticketing fares

### Are there any extra fees for paying with my contactless debit or credit card?

Using your contactless debit or credit card won't cost you extra. You'll pay the same 50 cents as a *go* card user, and we don't charge any additional fees.

Visitors to Australia using cards from overseas should check with their bank regarding international transaction fees.

### Why have I been charged a \$2.50 default fare?

You may be charged a [default fare](#) (or fixed fare) if you do not tap on at the start of your trip, or tap off at the end of your trip.

### How will Smart Ticketing payments appear on my bank statement?

Your bank statement will display a combined charge for all journeys taken within 24 hours, rather than multiple individual fares. The exact description may vary depending on your bank, but the transaction will reference 'TRANSLINK'.

### What is the 10c or \$0 Translink Smart Ticketing charge on my bank statement for?

You may see a \$0 or 10c pending charge on your bank statement after tapping to travel, or after accessing your activity through the Ticketing Assistant. This is a temporary authorisation hold, used to verify your payment method.

This charge will disappear from your statement within a few days, depending on your bank, or once your final fares are processed at the end of the day.

### Why is the charge on my bank statement different to the fare for my trip?

Using your contactless debit or credit card to travel costs the same as using your *go* card, but how you're charged is different.

Fares paid with contactless debit or credit cards are rolled up into one transaction and charged to your bank at the end of each day – so if you've taken several trips, the combined charge will reflect this.

Occasionally, if you accumulate more fares than your card provider's daily limit, you might see more than one charge on your statement.

Please visit [South East Queensland fares, zones and tickets](#) for current fares.

**What do I do if my fare doesn't look right?**



If you think you have been charged incorrectly or you have been charged a \$2.50 default fare in error, you can request a fare adjustment through the [Ticketing Assistant](#), or by phoning us on 13 12 30.

**Fare adjustment and refund enquiries**

**How do I request a refund or fare adjustment?**



If you paid your fare using a contactless debit or credit card, there are two ways you can request a fare adjustment:

- Online through the [Translink Ticketing Assistant](#), or
- By calling Translink on 13 12 30.

You will be asked to provide the details of your card, as well as the times and destinations of your travel.

**How do I find my digital card/account number?**



**Apple Device Account Number**

The Device Account Number can be found by opening the wallet app, tapping the card you used to pay for your travel, then tapping the (\*\*\*) symbol in the top right corner and scrolling down to find your Device Account Number.

**Google Pay Virtual Account Number**

The Virtual Account Number can be found by opening the Google Pay app, tapping Payment, then tapping the card you used to pay for your travel and scrolling down to find the last 4 digits of your Virtual Account Number.

**Samsung Pay Digital Card Number**

The Digital Card Number can be found by opening the Samsung Pay app, tapping the card you used to pay for your travel, then tapping Card Details where your Digital Card Number will be displayed underneath your card number.

**Translink Ticketing Assistant**

**What is the Translink Ticketing Assistant?**



The Translink [Ticketing Assistant](#) is a new online self-service tool we're trialling as part of Smart Ticketing, to help you view your recent travel history or request a fare adjustment for any travel paid for using your contactless debit or credit card.

### What does the Ticketing Assistant do?

The Ticketing Assistant can help you to view your trips, check if your fares look right, and request a fare adjustment if needed. It uses a simple question and answer style interface to guide you through these tasks.

If you need assistance with something complex like multiple fare adjustments, queries involving a *go* card, or a fare adjustment involving a pre-booked Airtrain ticket, please contact us on 13 12 30.

### Who can use the Ticketing Assistant?

Customers who use their contactless Visa, Mastercard or American Express debit or credit card to travel, including those in a digital wallet, can use the Ticketing Assistant.

If you travel using a *go* card, please continue to [manage your \*go\* card here](#).

### How far back can I view my trips in the Ticketing Assistant?

The Ticketing Assistant will show you up to 20 trips at a time. To start with, it will show you travel from the past 14 days, but you can also search for trips from specific date ranges.

If you need help with travel further back than the Assistant can provide, please call 13 12 30.

### Why doesn't my card work in the Ticketing Assistant?

If the Ticketing Assistant can't retrieve your travel history, it may be for one of the following reasons:

- The details you entered are incorrect
- Your card hasn't been used for travel with Translink
- Your card has expired
- Your card has been blocked by your financial institution

If you're sure the card details are right, there may be an issue with your account. This can happen if a charge was declined. In this case, you'll need to wait until your charge goes through successfully to use the Ticketing Assistant. We'll automatically retry declined charges overnight for you.

### What happens after I request a fare adjustment? How do I follow up?

When you submit a fare adjustment request using the Ticketing Assistant, you'll receive a Translink case reference number. This number is helpful if you need to phone us to follow up.

If we find that you were charged an incorrect fare, a refund will be credited to the card you travelled with. We aim to process your request within 10 business days.

You can check if a refund has been processed by selecting 'Follow up on an existing fare adjustment' in the Ticketing Assistant. This will show you the date any refund was approved. Please note the trip you requested an adjustment for will still display the original fare.



Completed trips should be visible in the Ticketing Assistant within minutes of tapping off.

If you forgot to tap on or tap off, you'll need to wait six hours for your incomplete trip to be visible. You can then request a fare adjustment to complete your trip correctly.

Sometimes it could take longer for your travel to appear. If your trip is still not appearing after 24 hours, call us on 13 12 30 for further assistance.

### Need help?

If you have a question about your fares that is not answered here, or you require assistance, you can call our friendly team on **13 12 30**, anytime, any day.

Contact us

### Want to share something?

If you have a question, complaint or want to bring something to our attention about Smart Ticketing, please use our [feedback form](#) to get in touch.

Visit feedback form

### Was this page helpful?

☐ Yes ☐ No

Send feedback

### Get in touch

We are available to answer your questions and help you with travelling on public transport across Queensland.

Call us on [13 12 30, 24 hours a day](#) | [Feedback form](#) | [More options](#)

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