

1. Introduction

Putco (Pty) Ltd has partnered with TicketPro (Pty) Ltd to bring you the new SmartTap Ticketing system. The following terms and conditions applies.

2. Definitions

- 2.1. "Applicable Laws" means the Protection of Personal Information Act 4 of 2013 and any legislation dealing with data management and such processes.
- 2.2. "Business Day" means any day excluding a Saturday, Sunday or public holiday.
- 2.3. "Customer" means Putco Passenger(s).
- 2.4. "Customer Service Centres" or "CS centres" means specific Putco depots that are allocated to assist passengers with physical card and trip related problems.
- 2.5. "Personal Information" means personal information as defined in the Protection of Personal Information Act 4 of 2013.
- 2.6. "NFC Reader" means a near field communication reader on the bus which reads the SmartTap card on the bus, when the customer boards the bus and presents their card.

3. Card and Trip Sales

- 3.1. SmartTap cards can be purchased and trips can be loaded at any of the registered outlets. If not purchased from a registered outlet, neither Putco (Pty) Ltd or TicketPro (Pty) Ltd will be liable for any losses incurred. A registered outlet can be identified by the Blu Approved logo & SmartTap logo, and on the TicketPro website under Outlets:<https://www.ticketpros.co.za/portal/web/index.php/outlets>
- 3.2. The initial roll-out of the system will allow passengers to receive a free SmartTap card subject to the registration process and the purchasing of trips. This will be available for the first two months after the roll-out of the ticketing system in your operational area, where after the SmartTap cards will cost R 20.00 to purchase
 - 3.2.1. Registration requires the customer to provide a name, surname and (cell) phone number.
 - 3.2.2. Reloading trips on the card does not require any additional charges or administration fees to the price of the tickets or fare product being purchased.
 - 3.2.3. Should a customer believe they are being charged any additional cost for purchasing or loading of trips then the Call centre must be informed immediately on 012 003 1791
 - 3.2.4. The passenger must ensure that they are issued with a receipt of purchase from the Blu Approved Outlet.
- 3.3. The SmartTap cards can be loaded with various numbers of valid trips. 44 and 52 trip tickets are valid for 60 days from date of purchase. All other trips 1, 2, 4, 10, and 12 are valid for 30 days from date of purchase.
- 3.4. There will no longer be public holiday discounts due to the extended validity, which allows unused trips in any week/month to be used later within the 30 or 60 days validity.
- 3.5. If a SmartTap card is declined/invalid (for any reason), passengers will have to pay cash on the bus for the specific trip.
- 3.6. Passengers can transfer up to three times within 3 hours to complete a trip in one direction.

4. Card Care

- 4.1. At the start of every journey, passengers must present/hold their SmartTap card on the NFC Reader. The NFC Reader will make a bleep sound and show a green light when it has read the SmartTap card properly, and accepted it as valid. Your transaction receipt will be issued by the driver from the SmartTap device.
- 4.2. In order to be valid for travel, your SmartTap card must have remaining trips of the correct fare product/ticket and be within the specified validity period.
- 4.3. Putco (Pty) Ltd reserves the right to suspend or terminate the operation of any abused SmartTap cards, at any time.
- 4.4. Unused valid trips on a damaged/defective card can be transferred to a new card at any customer service centre. If the damage is due to passenger negligence, the passenger will be responsible for the cost of a replacement card.
- 4.5. Passengers must take care of the SmartTap card and ensure it is not crushed, folded, bent or placed near any strong magnetic or electric fields, be exposed to extreme temperatures and refrain from punching holes in the card. Failure to do this will result in the card malfunctioning.
- 4.6. Immediately report any card as lost or stolen as per item 5 “Card Replacement”, and follow the instructions thereafter.

5. Card Replacement

- 5.1. The company does not accept responsibility for damaged or lost cards. In the event of a card being lost or damaged it must be reported to the Putco call centre (012 003 1791).
 - 5.1.1. If the company believes the SmartTap card has been tampered with in any way, it may be withdrawn without refunding the SmartTap card or remaining trips.
 - 5.1.2. Lost cards can be blocked to avoid abuse. Valid unused trips of lost/damaged cards can be transferred to a new card, if the lost/damaged card was registered with the correct name and phone number or a valid receipt of trips purchased can be produced.
- 5.2. If the defective card is not physically damaged/abused it will be replaced free of charge.
- 5.3. Cards can be re-used indefinitely/repeatedly to load trips and travel on any Putco bus on a valid route.

6. Trip Replacement

- 6.1. In the event that a cashier selects and issues the wrong trips to a SmartTap card, the cashier must correct this error immediately without any cancellation charges to the passenger.
- 6.2. Should a passenger only realise this after leaving the premises, they will have only 12 hours to go to the same cashier at the same outlet to have the issue resolved.
- 6.3. In the event of an incorrect ticket, where more than 12 hours has passed since its purchase, the passenger can only be assisted at the CS centre.
- 6.4. In case of a bus breakdown passengers will not be required to tap on the secondary bus while transferring from the breakdown bus.

7. Rights and responsibilities

- 7.1. Putco (Pty) Ltd reserves the right to confiscate any abused or fraudulent cards. Card holders found in possession of fraudulent cards may be prosecuted criminally.
- 7.2. Passengers are advised to retain trip purchase receipts until the trips are fully used or expire in case your SmartTap Card becomes damaged/defective.
- 7.3. The responsibility remains with the passenger to ensure that they tap when boarding a bus that a trip on the card has been deducted and they receive a transaction receipt from the bus driver. When a passenger transfers they must also tap when boarding and receive a transaction receipt from the second/third transfer bus driver. The SmartTap system will not deduct an additional trip, if within the set-out parameters. Refer 3.7
- 7.4. SmartTap transaction receipts will be issued by the SmartTap system in the event of:
 - 7.4.1. Cash Tickets
 - 7.4.2. Valid Trip deductions
 - 7.4.3. Transfers
- 7.5. Your privacy is very important to us and we will ensure that any information, including personal information is stored in a secure manner in accordance with the Protection of Personal Information Act (POPIA).
- 7.6. By registering for a SmartTap card passengers agree to our terms of use and to receive information from us relating to our products and services.
- 7.7. Our contact details can be found on our website <https://putco.co.za/Pages/Public-Relations.asp>