Q&A – 7-ELEVEN BEGIN MYKI CARD SALES AND TOP UP

I've heard that I can now buy and top up a myki at a 7-Eleven, is that correct?

- Yes, that's right. Starting on 9 February 2012, there are 20 7-Eleven outlets in the CBD that sell and top up myki cards.
- By the end of February, all 7-Eleven outlets will sell and top up myki cards.

When will I be able to buy a myki card at other retailers?

- During February, myki card sales will be progressively introduced to all 7-Eleven stores.
- Starting in March, a further 90 independent retailers will offer myki card sales and top up services.
- The approximately 400 existing retail outlets currently providing myki top up services will then commence myki card sales.
- By the end of April, passengers will be able to buy and top up myki cards at around 800 retail outlets across Melbourne in addition to all train stations and key tram and bus interchanges.

How do I know if a retailer sells a myki card?

- A retailer will display a number of posters and have a flag outside the store when myki card sales and top up is available.
- Passengers can also check the myki retail finder application on the myki website, which will be updated regularly as new retailers come online.

What type of cards will retail outlets sell?

- myki retail outlets will sell the four main myki card types, which are full fare, concession, child and seniors.

Why do passengers have to top up at the same time as buying my myki at the machine?

- Passengers are required to top up at the time of purchasing a myki card from a myki machine to ensure their myki is ready for travel.
- If the myki had no value, the passenger won't be able to touch on and won't have a valid ticket.
- Passengers who would like to purchase a myki with no value can currently do so at Premium stations, the MetShop or at myki.com.au.

What top up options do passengers have at myki retail outlets?

- Passengers can top up their myki with myki money, myki pass, or both.

Is there a minimum top up amount for cash and EFTPOS top ups made at retail outlets?

- Passengers purchasing myki cards at retail outlets must top up at the time of purchase - this can be as little as $1 myki money or a 7 day myki pass.
- Retailers generally have a minimum amount required for use of EFTPOS – this is at their discretion.
- Unfortunately we have no control over what limit retailers set for credit card top ups, however we have asked that the minimum be a reasonable amount.

Is there a limit to the amount passengers can top up at retail outlets?

- Passengers purchasing myki cards at retail outlets must top up at the time of purchase - this can be as little as $1 myki money or a 7-day myki pass.
- Passengers can top up myki money to a maximum value of $250 or a myki pass for anywhere between 28 and 365 days.

Does this mean passengers can no longer purchase a Metcard from outlets that are selling and topping up myki cards?

- That is correct. Once a retail outlet has been converted to full myki operation, Metcards will no longer be available for purchase at that location.

If I have Metcards, can I get a refund by taking these to a retailer?

- No, you should now be using up any old Metcards you have lying around.
- There may be an administration fee if you apply for a refund of unused Metcards once the Metcard system is turned off later this year.

What else can passengers do at a retail outlet?

- Retail outlets primarily sell and top up myki cards and provide basic public transport ticketing information to passengers.
- Passengers who need a form to register their myki or replace a lost or stolen myki can pick up forms from staffed stations or download them from myki.com.au.
- Passengers needing to submit forms for processing can do so at staffed stations or post the form to the myki mailbox address listed on the form – retail outlets do not accept forms for processing.

Can passengers get a replacement myki at retail outlets?

- No. Passengers can get a replacement myki from the myki discovery centre at Southern Cross Station, the myki window at Flinders Street Station and the MetShop.
- If the passenger had a myki Student Pass, they should get a replacement from the place that issued their myki.
- In order to get a replacement myki, passengers need to complete a myki Replacement Form and submit it along with the myki being replaced, at Southern Cross Station, the myki window at Flinders Street Station or the MetShop.
- Alternatively the form and myki can be sent to the myki Mailbox address provided on the form.