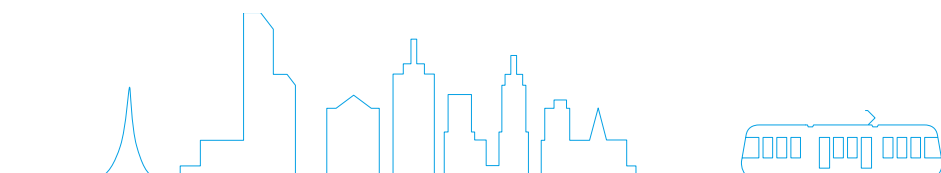


myki expert tips: using a myki machine

1. myki machines sell only full fare cards. Seniors, child and concession myki cards are available from premium stations, retailers, from myki.com.au and by calling 13 6954.
2. When buying a card from a myki machine, customers will need to top up with myki money or a myki pass.
3. myki machines don't give change when customers load myki money. Eg if customers buy a full fare card with a \$10 note, the difference between the card fee (\$6) and the note value will be loaded as myki Money (i.e. \$4 of myki money). If they top up myki money (to an existing myki) using a \$50 note, the full \$50 will be loaded as myki money.
4. myki machines do give change if customers top up with a myki pass, but only in coins and to a maximum of \$10.
5. When processing a myki pass, myki machines will reject notes if the required change is over \$10, as the Metcard machines currently do.
6. Instead, customers can load myki money and use this to buy a myki pass, but their balance will need to exceed the cost of the pass for the transaction to be completed. The remaining balance will continue be available as myki money.
7. Customers must leave their myki on the cradle throughout a top up transaction. Removing it too soon can prevent a top up reaching the card.
8. When using EFTPOS to buy or top up, customers must have a pin number for the transaction to process.
9. When using EFTPOS to top up, customers should watch the PINPad screen for the prompts on when to insert their card and also when to remove it - the EFTPOS card needs to remain in the machine until prompted to remove it.



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10. An EFTPOS receipt will always be printed for sales transactions at a myki machine. An additional sales receipt is optional and is printed on request.
11. myki machines feature Braille on the outside of the machine for people with a visual impairment, and also offer a zoom feature which will change the colour to a black screen with white writing.
12. For greater contrast if the screen is hard to read, customers can use the zoom function to change the colour of the screen.
13. Customers can change the language on a myki machine from English to Greek, Italian or Mandarin.
14. When at the 'Welcome to myki' or 'How can we help you' screens, customers should start by touching the screen rather than putting the myki card on right away. This ensures customers go to the main menu rather than straight to quick top up.
15. Quick top up is activated if customers put their card on the card reader straightaway. Quick top up is available for myki money only - some customers trying to buy a pass may accidentally load myki money, but they can use this to buy a myki pass.
16. If the myki machine is not showing the 'Welcome to myki' or 'How can we help you' main menu at the start of a transaction, customers should press 'cancel' to get back to the 'how can we help you' screen. This ensures that when at the start of the transaction, the machine is reading the right card and potentially not the previous customer's.
17. In viewing transaction history, the balance of the card is repeated for each touch on and touch off. Some customers mistakenly think this is a fare overcharge. The last entry in the transaction history is always the last top up – this is not a charge.
18. If a card results in any of the following messages: 'wrong myki', 'declined', or 'card blocked', please direct the customer to the call centre (13 6954) for assistance.

