



Eve Coaches Ltd Smart Ticketing

Questions & Answers



What is a **Saltire**Card?

The *Saltire*card is a smartcard created by the Scottish Government that can store your travel tickets. It also contains an ePurse which you use to pay for travel on bus therefore reducing the need to pay for travel with cash.

What is a 7 day pass?

A weekly pass will permit you to travel for 7 days from the date one which the ticket is first used. The pass is valid on all our key services all day, every day except Sunday and is subject to our conditions of carriage which can be viewed **here**.

If you have any question of about your ticket, please contact our customers services team on 01368 865500. **What is a carnet ticket?**

A carnet pass gives you up to 10 single journeys on one ticket. The pass is valid on all of our key services all day. every day except Sunday as is subject to our conditions of carriage which can be viewed **here**.

If you have any question of about your ticket, please contact our customers services team on 01368 865500.

Is there a time limit on the carnet ticket?

Once you make your first journey, you will have 12months to use the rest of the travel entitlement on your card.

Is there a limit on the period pass?

Once you make your first journey, you will have 7 days to travel on bus.

Where can I use my smart tickets?

120 Service	121	123	130	X10
Dunbar to North Berwick	Haddington to North Berwick	Haddington/ Gifford Circle	Dunbar Local Service	Edinburgh Express

How much does a smart ticket cost?

Further information about prices of our smart tickets for both adults and children for each zone can be viewed within our pricing document which can be viewed **here**.

Where can I buy a Ticket?

You can either buy a ticket directly from the bus driver or buy a ticket online?

How do I purchase my smart ticket online?

To purchase tickets online you will need to create a user account and register for a **Saltire**card

(if you have not already done so)

Further information about the process can be viewed **here**.

Once you have an account, you can purchase your smart ticket through our website portal. This can be accessed through <http://evecoaches.co.uk/buy-smart-card>. Here you will be able to select your smart ticket of choice i.e a carnet or period pass and whether the card is for an adult or child.

How long do I have to wait before I can use a ticket I have bought online?

Once you have purchased your carnet or period pass ticket online it will take up to 48hours before you can pick-up your ticket at an electronic ticket machine.

What is an ePurse?

An e-Purse allows you to load money onto your **Saltire**card to use when you just want to make occasional journeys. You can simply tap your card on the ticket machine when you board a bus and it will deduct the fare from the money in your **Saltire**card account. When your money is running low you can top the card up again, or set things up so it will 'auto-top-up' when your balance drops to £8.

How do I use the ePurse?

Before you can add money to the ePurse on your **Saltire**card you'll need to create a sQuid account and link your card with that account.

You can register your account here:-

https://secure.squidcard.com/customer/ssQuidpages/c_registration.aspx

You can login to your account here:-

https://secure.squidcard.com/customer/c_logon.aspx

Once you have completed the process you will then be able to add funds to your account either on bus or via your sQuid account online. Thereafter you will then be able to use the stored travel credit on your **Saltire**card to travel on bus.

Further information regarding the steps required to set up and use your sQuid account can be viewed **Here**.

If you have any further questions in addition to those above, please contact our customer services team on 01368 865500.

What is sQuid?

Squid is an e-money provider who offer an alternative to cash payments when travelling. Further information can be found on their website.

