

# Bus Ticket System User Guide

You need to register online to use our Medway bus service and follow two steps:

- (1) Buy a ticket
- (2) Book a space (for every journey)

This information is designed to give you everything you need to use the system effectively.



# Contents

1.Registration .....	2
2.Selecting tickets .....	3
3.Booking journeys.....	4
4.Paying for your ticket.....	5
5.Getting your ticket.....	7
6.Manage Booking screen .....	9
7.Getting the bus .....	10
8.Changing bookings .....	11
9.Recharging the cost of tickets.....	12
10.Old paper tickets .....	13
11.Feedback.....	14

# 1.Registration

First you must register to use the system. The link is on the portal as shown opposite in *Figure 1*, or use this URL:

<https://bustickets.gre.ac.uk>

The system is supplied to the university by an external company so your university login credentials will not be recognised.

You will need to register your name, an e-mail address, and password. If you register your university email address do not use your university password. Doing so on this site, or any other external site, puts university systems at risk.

## My student life

### Estates and Facilities

- [Log a Facilities request](#)
- [Estates & Facilities information](#)
- [Catering and hospitality services](#)
- [Sustainability](#)

### Travel and transport

- [Getting to the campuses](#)
- [University bus service](#)
- [Buy bus tickets](#)
- [Medway Arriva bus offer](#)
- [Parking permits](#)
- [Student Oyster card](#)
- [Car share](#)

Figure 1

There is a link on the registration page to our [Privacy Policy](#) explaining how we use your data.

As part of the registration process, you must respond to the e-mail from the system to verify your e-mail address.

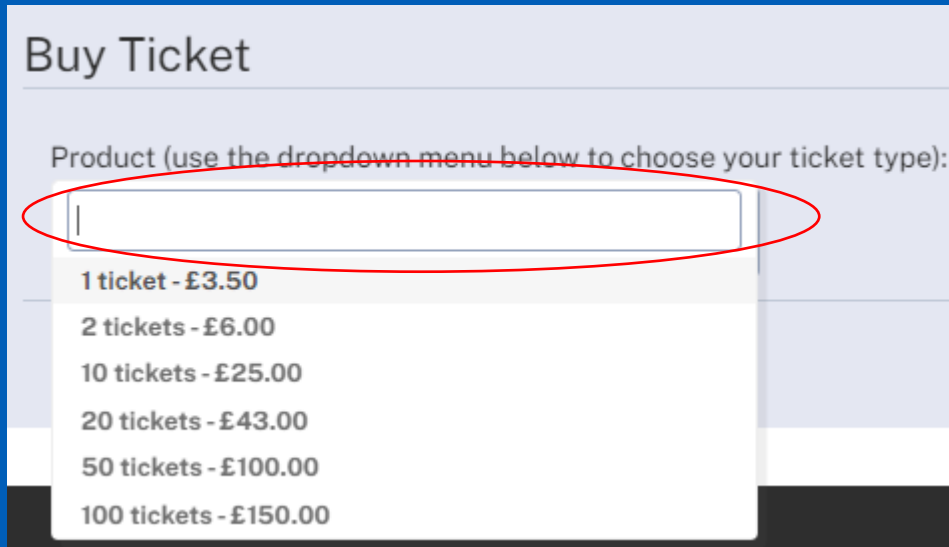
**You will not be able to login until you have done this.**

### Tip:

- If registering with your university e-mail address, for data security reasons, you must use a different password from your university password.

## 2. Selecting tickets

Once you have registered and created your user account you can select your choice of tickets. Click on the product field to show the drop-down list of ticket types. All tickets are valid for 365 days from purchase date.



The screenshot shows a web interface titled "Buy Ticket". Below the title is a label "Product (use the dropdown menu below to choose your ticket type):" followed by a dropdown menu. The dropdown menu is open, showing a list of ticket options. A red oval highlights the dropdown menu area. The options are:

1 ticket - £3.50
2 tickets - £6.00
10 tickets - £25.00
20 tickets - £43.00
50 tickets - £100.00
100 tickets - £150.00

Figure 3

### Tip:

- One ticket is required for each single journey.
- If you have permission to recharge tickets to your faculty or department, follow the instructions in Section 9.

### 3.Booking journeys

You can start booking your journey(s) as part of buying a ticket or you can add bookings later, but every time you use the Medway bus service you must book your journey.

Tickets can be used for either Medway route. You can book any journey available on the system right up to the departure time (subject to space).

In the example below, 10 tickets are being purchased and one return journey is booked; there are now 8 journeys remaining. You must book in both directions and for both times.

#### Book Journey

Direction:

- Avery Hill to Medway
- Greenwich to Medway
- Medway to Avery Hill
- Medway to Greenwich

Departure Date:

Departure Time:

Journey Left: 8 [Add Booking >](#)

#### Booking List

<b>08:00</b> Avery Hill	<b>0h 45m</b> Departure:16 Nov 2020 Route: 2 - Avery Hill - Medway	<b>08:45</b> Medway <a href="#">Cancel</a>
<b>15:15</b> Medway	<b>0h 45m</b> Departure:16 Nov 2020 Route: 2 - Avery Hill - Medway	<b>16:00</b> Avery Hill <a href="#">Cancel</a>

[Proceed to Payment >](#)

Figure 4

#### Tips:

- A ticket without a booking is not valid for use on the bus. You must book your journey (correct direction, date, and departure time).
- If you buy 2-tickets you can use them on separate days and in the same direction if required, they do not have to be used for a return trip.
- Take care to select the correct direction in the correct order for the correct date otherwise your ticket will not work as desired.
- We recommend you book at least the day before for busy times.

## 4. Paying for your ticket

The Passenger Details fields will be pre-populated with your details. You must accept our [bus service terms and conditions](#). Selecting 'Pay Now' will transfer you to the Sagepay payment gateway to complete your purchase.

Product: 10 tickets	
No. of Tickets	Ticket Price
1 X 10 tickets	£25.00
<b>Total:</b>	<b>£25.00</b>
<b>Grand Total:</b>	<b>£25.00</b>

Booking Details		Change
Departure: 16 Nov 2020		
Route: 2 - Avery Hill - Medway		
08:00 Avery Hill	0h 45m	08:45 Medway
Departure: 16 Nov 2020		
Route: 2 - Avery Hill - Medway		
15:15 Medway	0h 45m	16:00 Avery Hill

Passenger Details	
First Name: *	<input type="text"/>
Last Name: *	<input type="text"/>
E-Mail: *	<input type="text"/>
<input type="checkbox"/>	YES, I accept the University of Greenwich <a href="#">Terms and Conditions</a> .
	(Please have a look at our <a href="#">Privacy Policy</a> , for information on how we use your data.)

For security your payment will be processed using Sagepay.


[Back](#)  [Pay Now](#)

Figure 5

Once you have completed the payment you will get the following confirmation on the screen as shown below in *Figure 6*. Your ticket is e-mailed to you.

1. Your Ticket Selection      2. Passenger Information      3. Payment Status

**Product: 1 ticket**

No. of Tickets	Ticket Price
1 X 1 ticket	£3.50
<b>Total:</b>	<b>£3.50</b>
<b>Grand Total:</b>	<b>£3.50</b>

**Booking Details**

No booking(s) selected

**Your booking is confirmed.** ✓

Thank you for your booking, it has been a success.

**BOOKING DETAILS:**

Booking ID: 113900  
Customer Name:  
Booking Date: 17-11-2020  
Payment Amount: £3.50

✓ The ticket has been sent to you via email.

**Print Ticket**      **E-Mail Ticket**

Please note you will be emailed your ticket or you can print it above. Please check your ticket carefully to make sure dates and times are correct and go to manage my booking if you need to make any amendments. Please note you must show the driver a printed ticket or a copy of ticket on your smart device when boarding the bus. Please note the reference number on its own is not sufficient.

Figure 6


**Tip:**

- When checking your bank statement look for a payment to Centaur Overland Travel.


## 5. Getting your ticket

The ticket is automatically sent to your registered e-mail address as a PDF attachment irrespective of you booking a journey or not, see below. When you travel, the driver will need to see your ticket to scan the QR code as below in *Figure 7*. It will only be accepted if you have booked space on the bus service you are boarding.

# E-TICKET



UNIVERSITY of  
GREENWICH



9-1-0-1603802081613-99999C

---

**PASSENGER DETAILS:**

Name:	Booking ID: 112765	Total Price: £0.00
Product: 1 ticket		

Figure 7

The bottom of the ticket lists the ticket conditions, see *Figure 8* below.

---

**PLEASE PRESENT THIS TICKET TO THE DRIVER FOR VALIDATION ON BOARDING**

---

[View the Bus Ticket System User Guide](#)

**IMPORTANT INFORMATION:**

1. This ticket is only valid if you are the passenger named above.
2. This ticket is only valid if you have added a booking for a specified journey time and date.
3. You can add and cancel bookings in the 'Manage Booking' section of your account at [bustickets.gre.ac.uk](http://bustickets.gre.ac.uk).
4. You can add bookings at any time up to the scheduled bus departure time. You do not need to resend or reprint your ticket for the booking to apply.
5. Bookings can be cancelled at any time up to the scheduled bus departure time.
6. Only one active booking is allowed same direction same day. To change your booking please cancel and then add.
7. Please arrive at the departure point at least 5 minutes before the scheduled departure time.
8. Show the QR code above to the driver to validate your ticket. The QR code is the same for all bookings made using this ticket.
9. The ticket price includes VAT charged at 0%.
10. The university will not refund tickets unless it accepts that it was at fault for a service failure.
11. The university accepts no liability for failures to honour booked journeys in the event of unforeseen circumstances beyond its control.
12. Full terms and conditions of travel are available at <https://docs.gre.ac.uk/rep/ef/bus-service-conditions>.

---

Figure 8



The second page of the ticket show maps for each bus stop.

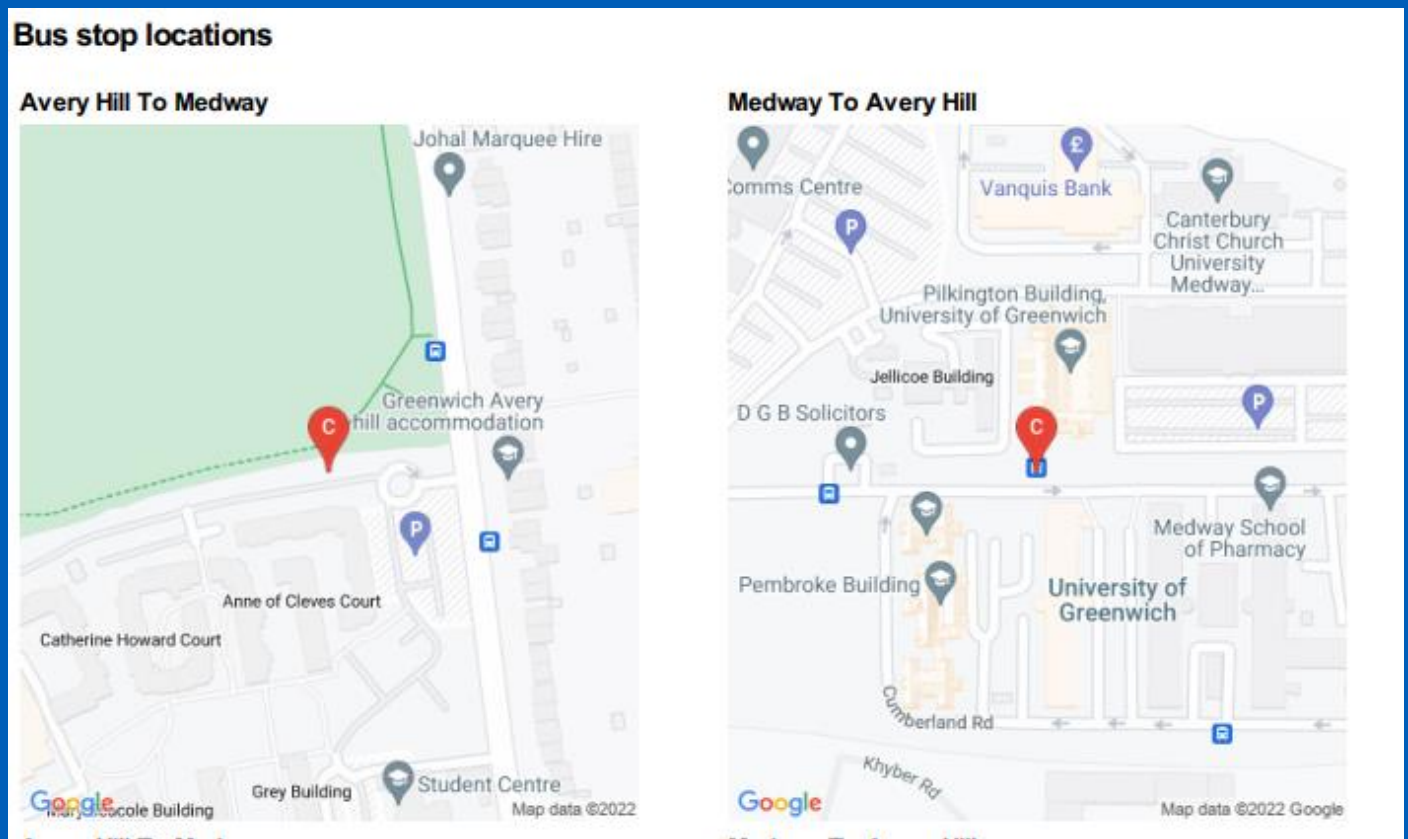


Figure 9

**Tips:**

- When you travel you must have made a booking for your intended journey.
- You can e-mail your ticket again at any time should you need to.
- If you prefer a hard copy, use the Print Ticket function.

## 6.Manage Booking screen

The 'Manage Booking' screen is the main way you will interact with the system once you have purchased a ticket.

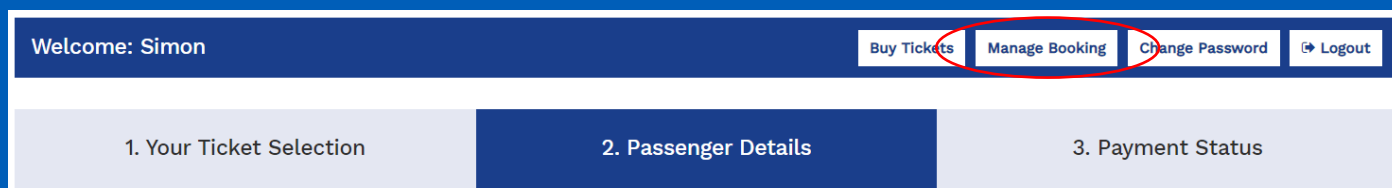


Figure 10

The 'Live Tickets' tab within 'Manage Booking', shown below in *Figure 11*, displays all your tickets that are still active (containing unused journeys within date). Each ticket will be displayed with details of any journeys made (in this example two), any future bookings, the number of journeys left, and ticket expiry date.

Use the 'Add Booking' function to make new bookings. The system will allocate the bookings to your ticket / QR code.

If a coach is already fully booked the system will tell you. You will have to book for another time. We do not recommend late bookings.



Figure 11

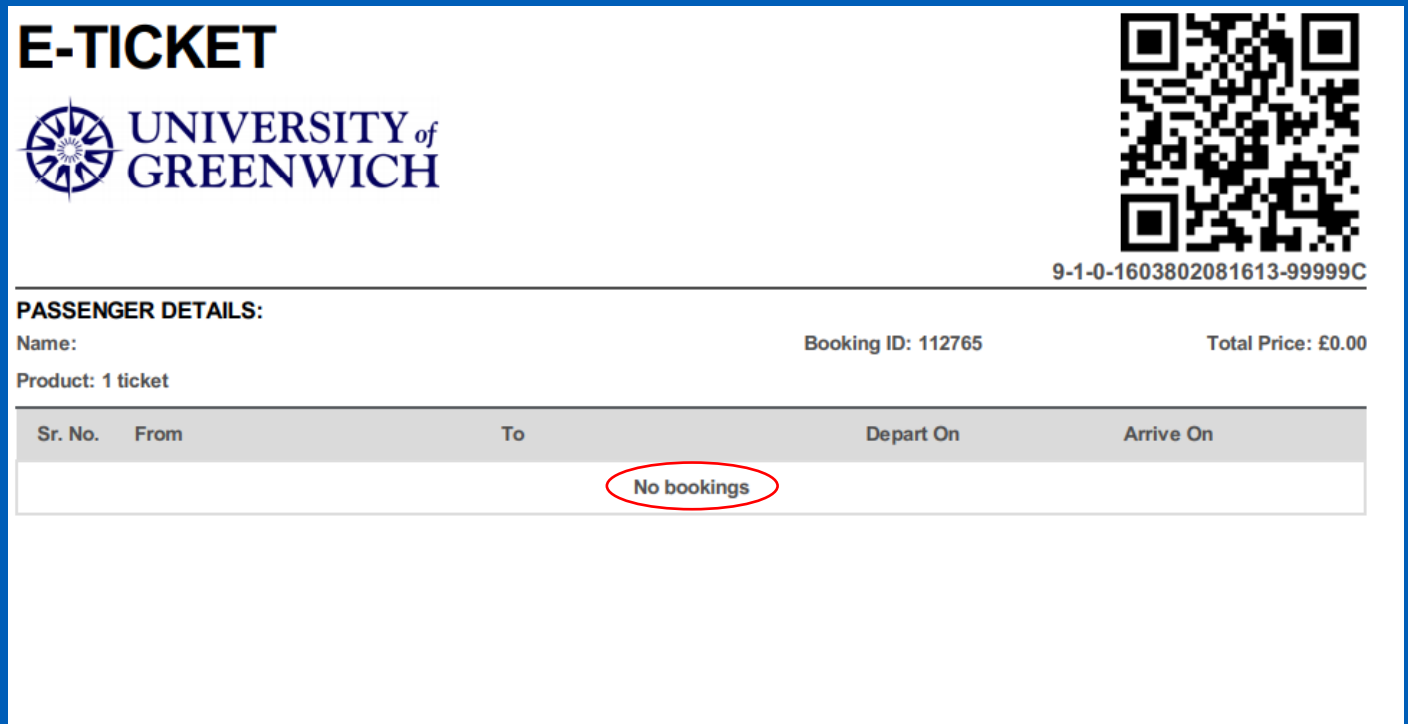
### Tips:

- When you add bookings, you do not have to resend your ticket nor re-print it. The system will know what bookings are registered against your QR code irrespective of what journeys are printed underneath it (those stated correspond with the last time you e-mailed it / printed it).


## 7. Getting the bus

If you have booked your ticket for the correct date, time, and direction, then the driver will have a record of your booking on their ticket reader. Show the ticket (PDF attachment) to the driver so they can verify it by scanning the QR code.

Note the example ticket in *Figure 12* below has no allocated bookings and so the ticket will not work, unless bookings have been added to it since it was e-mailed / printed.



**E-TICKET**

 UNIVERSITY of GREENWICH

9-1-0-1603802081613-99999C

**PASSENGER DETAILS:**

Name: Booking ID: 112765 Total Price: £0.00

Product: 1 ticket

Sr. No.	From	To	Depart On	Arrive On
No bookings				

Figure 12

### Tips:

- If your ticket does not scan, the driver can manually check your booking, normally by looking up your name on their ticket reader. This covers you for potential phone failure.
- If you need to show the driver your booking (due to a problem scanning the QR code) but do not have the current booking printed on your ticket, then it's best to login to the ticket system and show the driver your 'Live Ticket' tab in the 'Manage Booking' screen.

## 8.Changing bookings

If you decide you will not use your booking, please cancel it as soon as possible so that others may use your space. You can cancel your booking free of charge at any time up to the journey departure time.

If you fail to cancel your booking and you do not travel, you will still be debited the ticket (your booking may have stopped others from travelling on that coach).

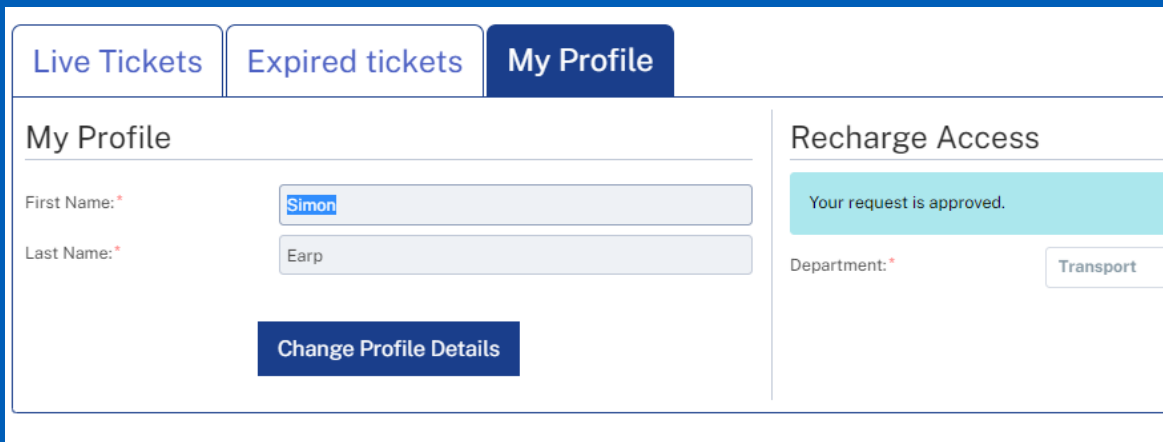
### Tip

- If you are running late login and cancel the booking before the departure time as soon as possible (to free up space for others) and then add a booking for the next available service.

## 9.Recharging the cost of tickets

This is intended for staff travelling on university business and students required to use the bus due to being taught across two campuses.

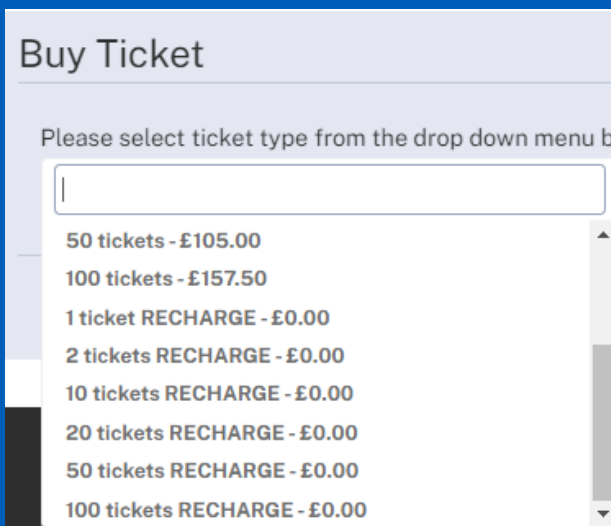
If you have permission to recharge the cost of tickets to your department or faculty then you can request this function and select your department from the 'My Profile' tab found within 'Manage Bookings'. You must have registered on the system with your university email address for this to be available.



The screenshot shows a web interface with three tabs: 'Live Tickets', 'Expired tickets', and 'My Profile'. The 'My Profile' tab is active. It contains two main sections: 'My Profile' and 'Recharge Access'. In the 'My Profile' section, there are input fields for 'First Name:' (containing 'Simon') and 'Last Name:' (containing 'Earp'), and a 'Change Profile Details' button. In the 'Recharge Access' section, there is a green notification box that says 'Your request is approved.' and a 'Department:' field with a dropdown menu showing 'Transport'.

Figure 13

Once your request is approved then you will be e-mailed. Tickets to be recharged will then appear at the bottom of the 'Buy Ticket' product drop-down list.



The screenshot shows the 'Buy Ticket' section of a web application. It features a dropdown menu with the following options:

- 50 tickets - £105.00
- 100 tickets - £157.50
- 1 ticket RECHARGE - £0.00
- 2 tickets RECHARGE - £0.00
- 10 tickets RECHARGE - £0.00
- 20 tickets RECHARGE - £0.00
- 50 tickets RECHARGE - £0.00
- 100 tickets RECHARGE - £0.00

Figure 14

Tip:

- The number of tickets you request should align with what your department has agreed you need. Larger multiples will be declined.
- Once you have the tickets don't forget to book your journey see Section 3 page 4.

## 10.Old paper tickets

Paper tickets were withdrawn from use summer 2020.

Unused paper tickets can be exchanged for e-tickets by sending a photo of the ticket to [travel@gre.ac.uk](mailto:travel@gre.ac.uk) along with your name, student ID number, and the user account e-mail that you want the tickets to be sent to.

## 11.Feedback

If you have any questions not answered by this information e-mail [travel@gre.ac.uk](mailto:travel@gre.ac.uk) or call 020 8331 9480 / 8528.

You can feedback your experience of the bus service at any time and enter our prize draw @ <https://greenwich.onlinesurveys.ac.uk/bus-survey>.

Last updated 27-September-2023

Ends

