



**Where I can  
buy my tickets  
and other useful  
information**



[nxbus.co.uk](https://nxbus.co.uk)

national  
express **Coventry**

national  
express **West Midlands**

Welcome to this step by step guide to buying bus tickets once the travelshops have closed. Ask one of our travelshop or a bus station staff to help you decide which is the best option for you.

You'll also find more useful information that may be helpful towards the back of the guide.

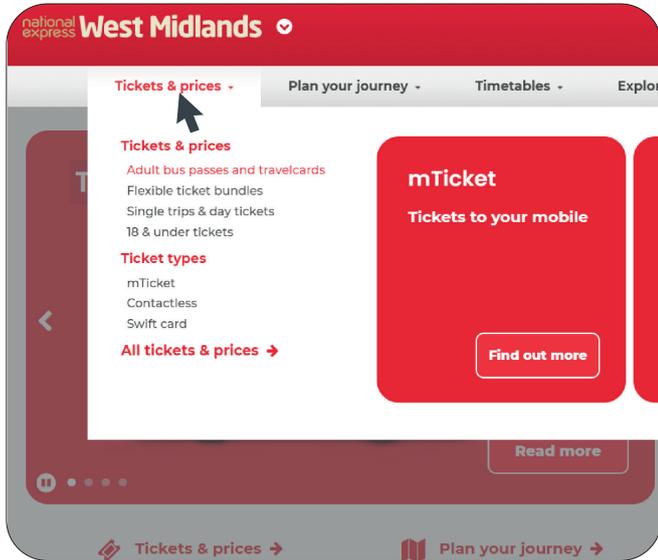


	page 4-5	page 6-7	page 8-9	page 10-11	page 12-13	page 14-15	page 15
	Buy online	Buy on mobile	Buy at Payzone agent	Pay with contactless on the bus	Buy at a Swift vending machine	Pay with cash on the bus	Buy over the phone (coming 1st Nov)
I want to pay with cash			✓			✓	
I want to pay in advance	✓		✓		✓		✓
I want to pay on the day I travel		✓	✓	✓	✓	✓	
I want to buy my ticket on the bus				✓		✓	
I want to top up my Swift card	✓		✓		✓		✓
I want to order a new Swift card to be posted to my home address	✓						✓
I need to buy a new pass for my child	✓						✓
I need to top-up my child's Swift card	✓		✓				✓
I need to buy a student pass	✓	✓					✓
I want a ticket on my mobile phone	✓	✓					✓
I only want a one-off day ticket		✓		✓		✓	
I want a Direct Debit bus pass	✓						✓
I want a multi-operator bus pass	✓	✓	✓		✓		✓
I want a pass that covers the trains and the bus	✓		✓		✓		✓

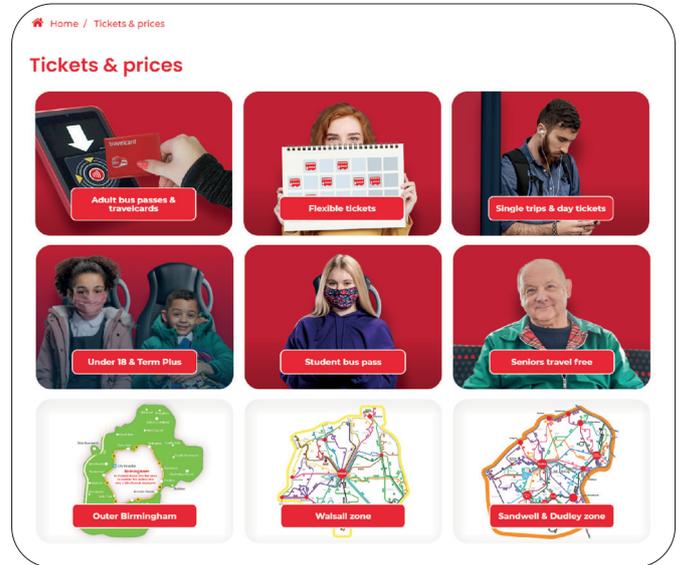
# Online - [www.nxbus.co.uk](http://www.nxbus.co.uk)

To make an order follow these simple steps...

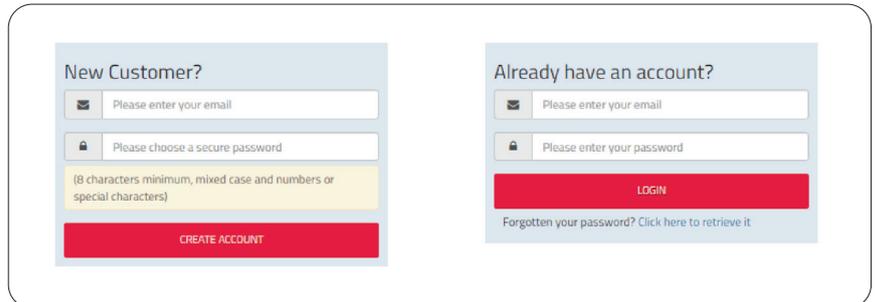
- 1 Click 'Tickets & prices' on our website [www.nxbus.co.uk](http://www.nxbus.co.uk)



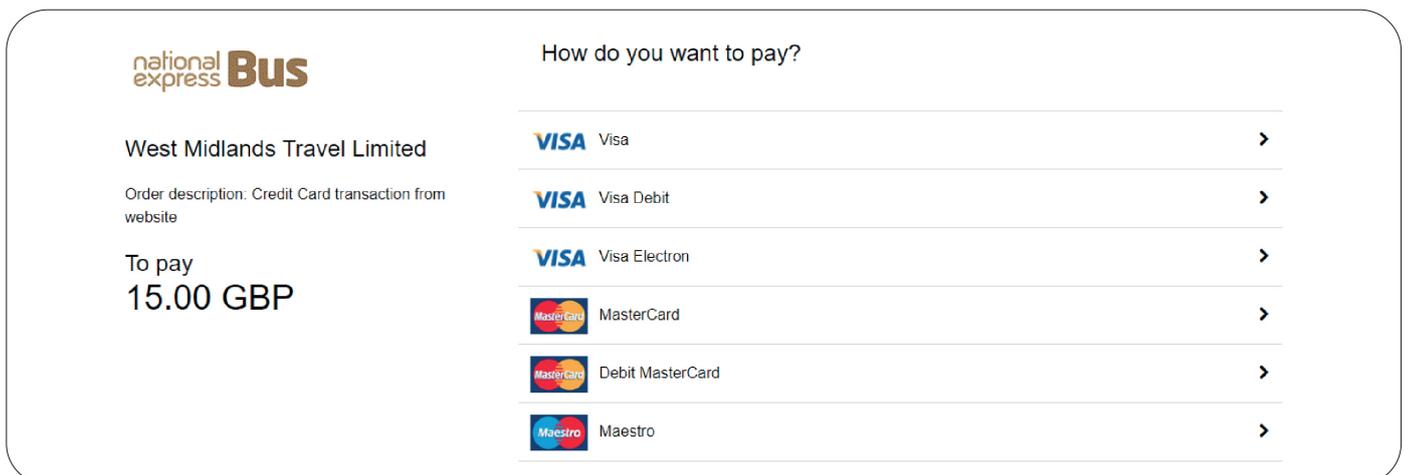
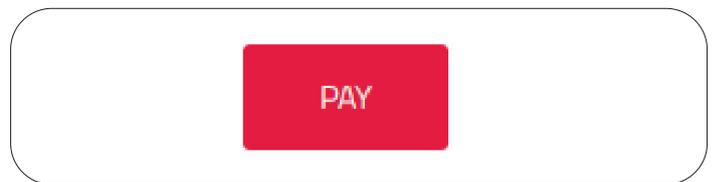
- 2 Click 'All tickets & prices'. Choose the type of ticket you would like and click 'Buy'



- 3 You will need an account with us so please log in or register your details



- 4 You will need to complete the steps on the application pages, including choosing the ticket user, providing the delivery address, and uploading a photograph. Once this has been done you will need to click on the 'PAY' button, which will take you to another page



- 5 After a successful payment has been taken you will be shown a confirmation page, which will be emailed to you
- 6 If you have chosen to top-up an existing Swift card you can update your card and your new ticket will show. Instructions on how to do this will be on your order confirmation
- 7 If you are a new customer online and have chosen to have a new Swift card, we will check your order, print your Swift card and post it out to you. Please allow up to 10 days for a new Swift card. If you need your ticket sooner you can always choose to have this pushed to your mobile instead (selected tickets only)



### Order Receipt

**Thank you for ordering from National Express Bus**

Your order has been successfully received and is now being processed.

If you need to contact us, please quote your membership number [\[membership number\]](#)

Your order reference number is [\[Order #\]](#) and your order was placed on **16 August 2019 at 12:07:24**

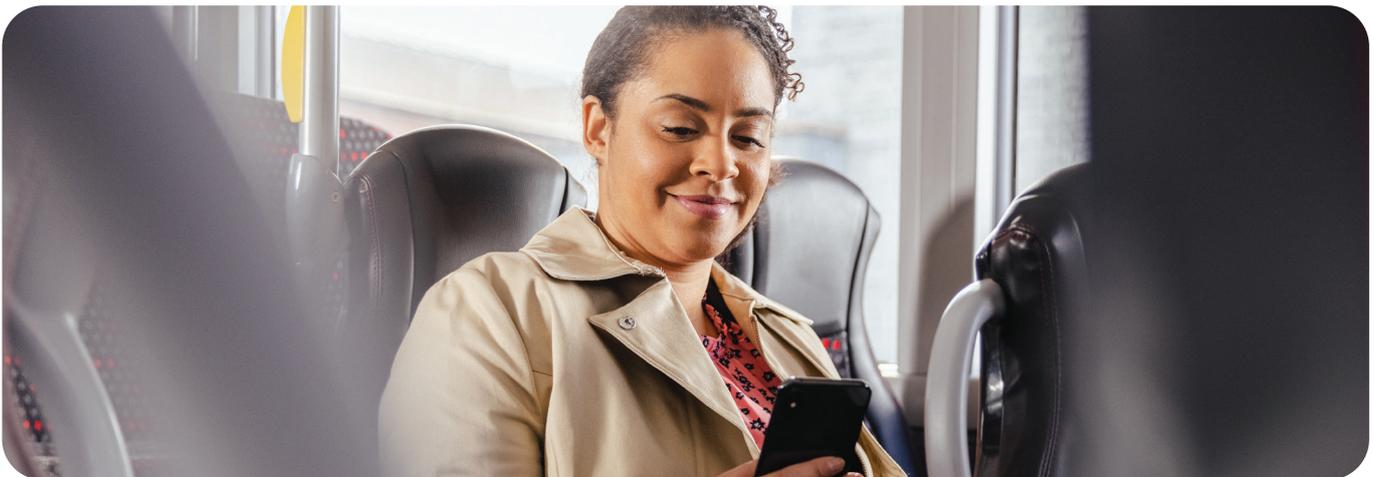
#### What happens next?

- 1,4 and 52 week Smartcards will be issued between 3 and 5 days before it is due to start
- eDaysaver and Pay As You Go Smartcards will usually be processed and posted on the next available working day

Your order will be delivered to:  
[\[Title, first name, last name\]](#)  
 51 Bordesley Green  
 BIRMINGHAM  
 B9 4BZ

#### Order Details:

Card Type	For	Period Starts	Ends	Price
Pay As You Go - (New Smartcard)	<a href="#">[Title, first name, last name]</a>	-	-	£10.00
<b>Total</b>				<b>£10.00</b>



#### You can buy tickets for:

- Adults
- 18 & unders
- Students

#### Available tickets:

- 1, 4 & 52 weeks
- Off peak & Pre 9.30am
- Monthly direct debit subscription
- Term & Term Plus
- Pay As You Go
- Flexible ticket bundles

#### You can:

- Top up existing Swift cards
- Order a new Swift card to be posted to your home address
- Have selected tickets pushed to your mobile

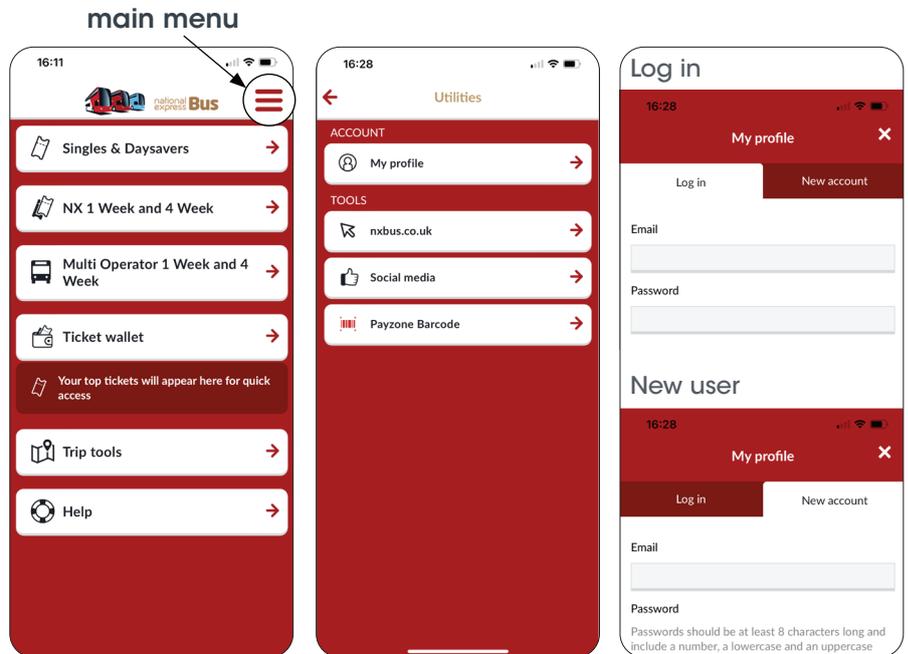
# Mobile - NXBus mTicket

For an mTicket follow these simple steps...

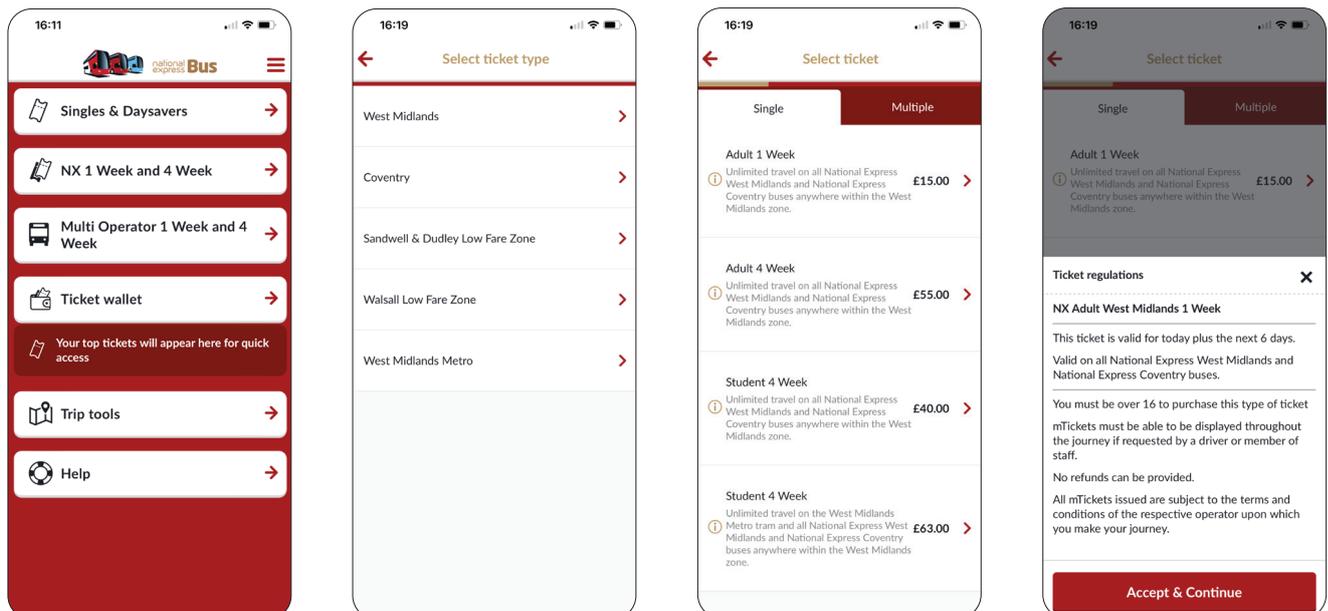
- 1 Download our app (NXBus mTicket) from the App Store or Google Play store



- 2 Open the app and use the menu on the top right, click on 'My profile' and Log in or create a new account.

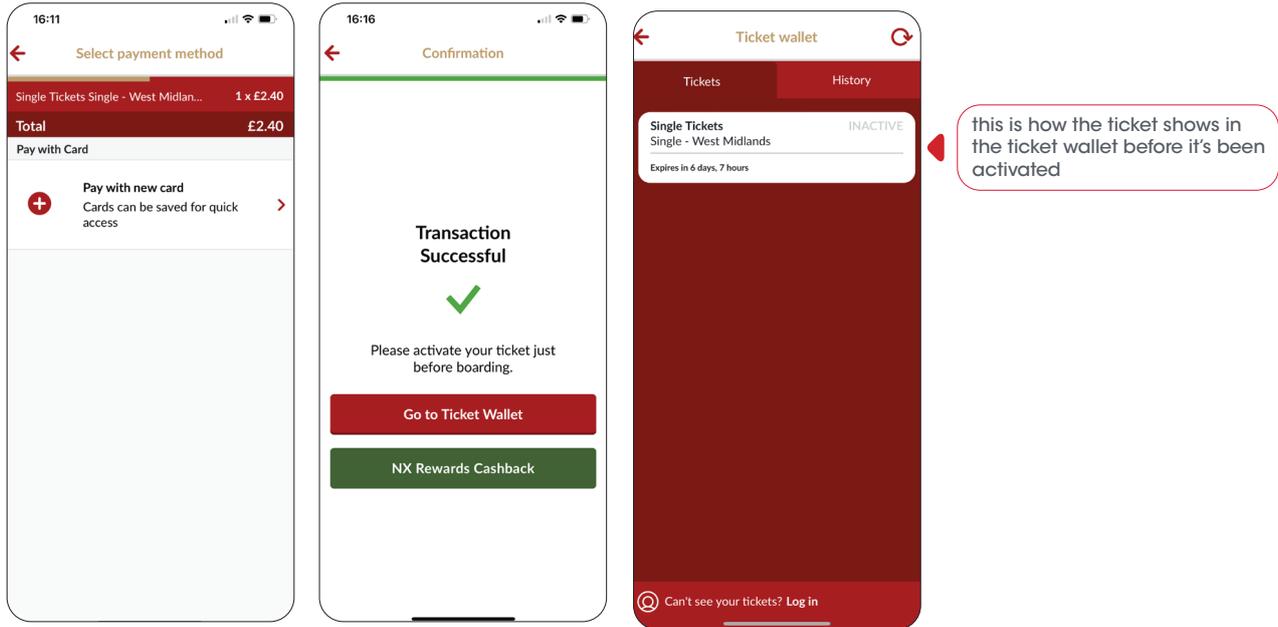


- 3 Go back to the home screen, choose the type of ticket you would like, click on it (read the ticket regulations) and press 'Accept & continue'. You will need to put in your payment details and click 'Accept & pay'.

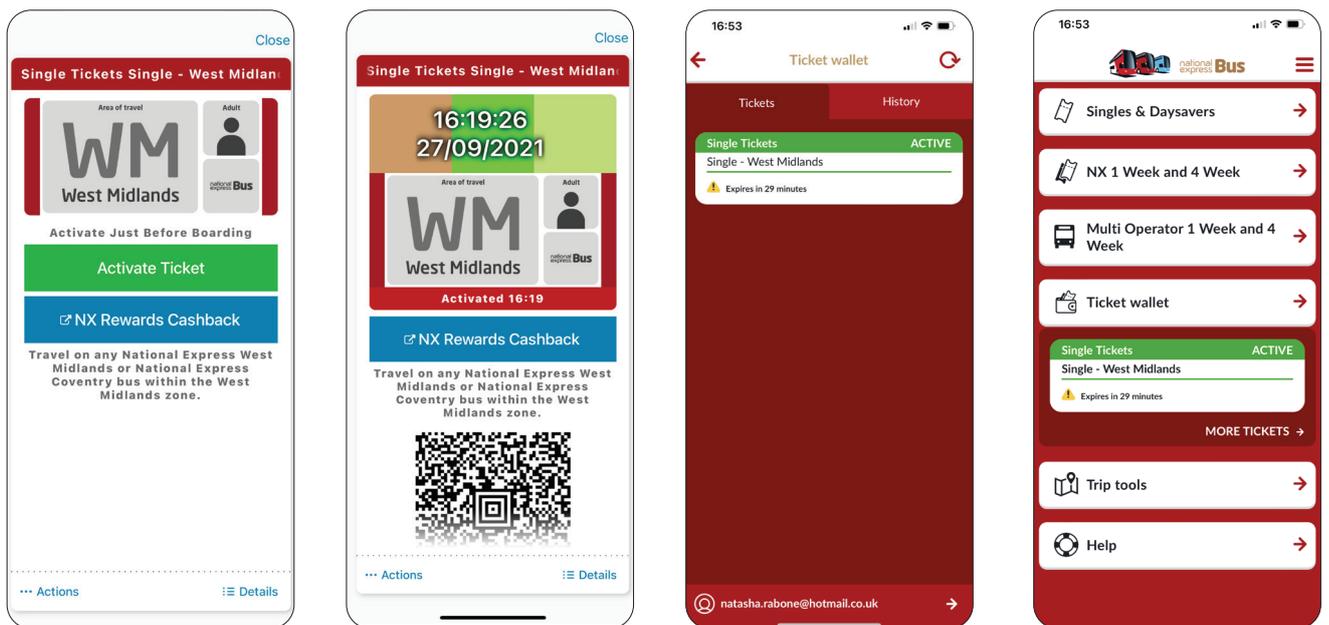


these 4 screenshots show the process for a 1 week pass

**4** You will be given the option to save your card information for easier checkout next time. Once the payment has been successful, you will be asked if you wish to activate the ticket.



**5** When boarding the bus, open the app and activate your ticket by clicking on it, show it to the driver and board.



This is what an active ticket looks like. The time & date scroll along the 3 coloured strip back and forth

### You can buy tickets for:

- Adults
- Students

### Available tickets:

- Single
- Day Saver
- 1 & 4 weeks
- Flexible ticket bundles

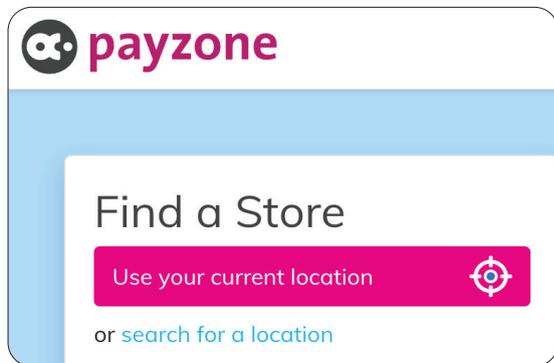
### Handy Information:

- You have 7 days to use a Single ticket
- You have 90 days to use a Day Saver
- 1 & 4 week tickets start straight away
- When using your mTicket show it to the driver, you **do not** need to scan
- Get the ticket straight away your ticket

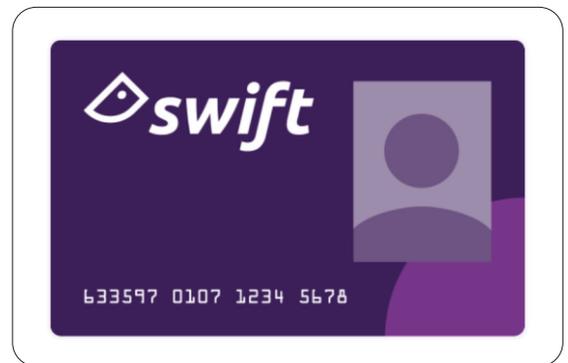
# Payzone - Ticket agents

## To top up an existing Swift card...

**1** Locate and visit your nearest Payzone agent visit [www.storelocator.payzone.co.uk](http://www.storelocator.payzone.co.uk)



**2** Ask the agent for the ticket you need and hand over your Swift card



**3** Pay the agent using cash or card

**4** The agent will top up your Swift card and hand it back to you

**5** Your Swift card is now ready to use

Please be aware that Payzone cannot issue new Swift cards. To order a new card please visit [www.nxbusportal.co.uk/newcard](http://www.nxbusportal.co.uk/newcard)

### You can buy tickets for:

- Adults
- 18 & unders

### Available tickets:

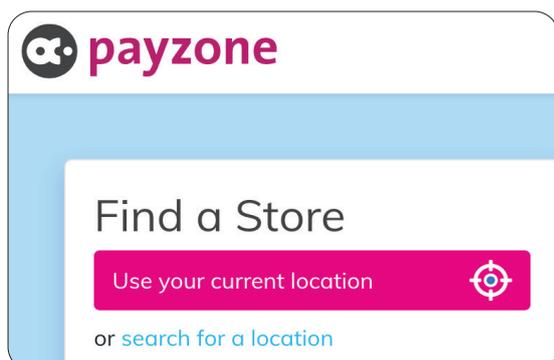
- 1, 4 & 52 weeks
- Off peak & Pre 9.30am
- Term & Term Plus
- Pay As You Go
- Flexible ticket bundles

### You can:

- Top up existing Swift cards
- Pay using cash or card

## For an instant mTicket...

**1** Locate and visit your nearest Payzone agent visit [www.storelocator.payzone.co.uk](http://www.storelocator.payzone.co.uk)

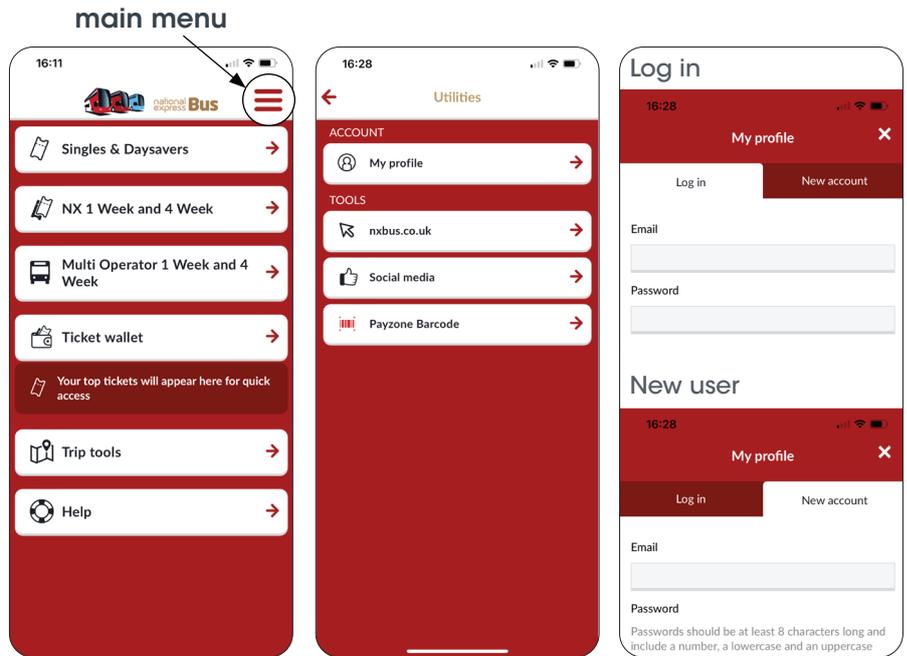


**2** Open or download our app NXBus mTicket



3 Use the menu on the top right and click 'Payzone Barcode'

4 If you are not already logged in you will be prompted to log in or create a new account

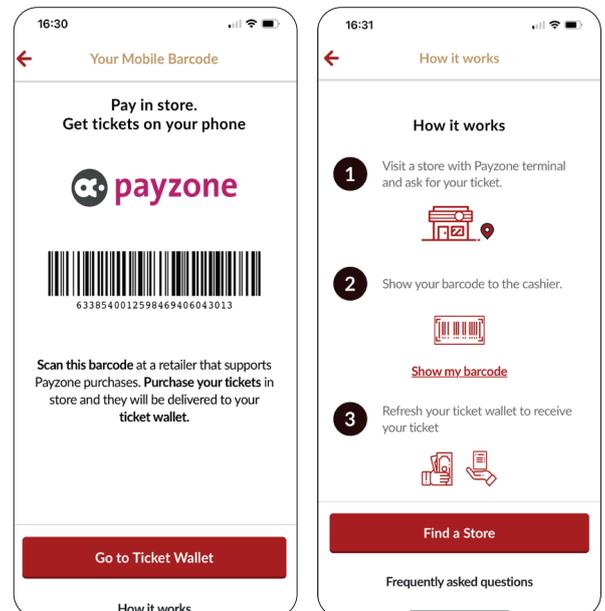


5 Once logged in the barcode will appear, show this to the agent and ask for your ticket

6 Pay the agent using cash or card

7 The agent will push the mTicket and it will appear in the app in your ticket wallet (you'll need to have your 3G/4G data on to load your new ticket)

8 When boarding the bus, open the app and activate your ticket by clicking on it, show it to the driver and board



You will only need 3G/4G to load the new ticket into your wallet, once it is in there you can see and activate it without needing to use your data again.

### You can buy tickets for:

- Adults
- Students

### Available tickets:

- 1 & 4 weeks
- Flexible ticket bundles

### You can:

- Pay using cash or card
- Have selected tickets pushed to your mobile

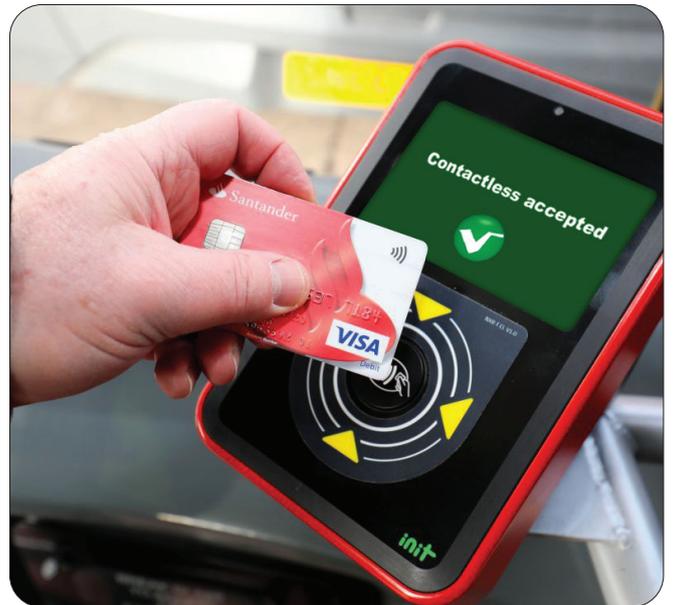
# Contactless - Paying on the bus with a contactless card/device

To use contactless on our buses please follow these simple steps...

- 1 When boarding the bus hold your selected payment method to the red reader in front of the driver



- 2 When you hear the beep and the light goes green, your contactless payment has been successful and you can continue to board



## Things to remember

The driver will not issue you with a ticket when you pay with contactless

The driver cannot choose what ticket you can purchase

If you are making more than one journey you must use the same card and tap everytime you board the bus.

You **do not** need to tap when you leave the bus.

## How does contactless capping work?

A contactless cap limits how much you pay for all your journeys. This is split into one day, three days or up to seven days.

Your payments will be automatically capped so you will be charged the best value fare for the travel that you make.

If you're travelling for 1 day, you'll never be charged more than £4, if you travel for 3 days, you'll never be charged more than £11.50 and if you travel up to 7 days a week you'll never be charged more than £15.

Contactless capping is calculated based on journeys made from Monday to Sunday.

If an inspector boards they can verify your ticket, all you need to do is provide them with the last 4 digits of the contactless card you used.



### You can buy tickets for:

- Adults

### Available tickets

- Single
- Day Savers
- 3 day cap
- 7 day cap

### Handy information:

- You will **not** receive a ticket from the driver
- You must use the same payment method on every journey (for example the same contactless card)

# Swift kiosks

## If you need a new Swift card...

- 1 Visit one of the 7 machines\*



- 2 Press 'touch here to buy a new card'
- 3 Select which type of pass you require buy pressing the screen to find your best suited ticket
- 4 After you have selected your ticket you may need to choose a start date from the calendar
- 5 Press 'continue' and you will be asked for a photograph, ensure you head is in the box shows and press 'take photo'
- 6 You will be shown your photograph and can 'continue' or take another photo
- 7 Once you are happy with the photo click continue and you'll then be prompted to pay (card payments only)
- 8 After the payment has been successful your new Swift card will be printed off and the ticket will have been loaded onto the card
- 9 Your Swift card will be ready to use from your chosen start date

## If you are topping up an existing Swift card....

- 1 Visit one of the 7 machines\*
- 2 Place your Swift card on the reader, this is clearly shown on the machine, leave your Swift card here during the order process
- 3 The machine will read your card and load up your Swift card details
- 4 Press 'add ticket' and choose your next ticket
- 5 You may be prompted to pick a start date on the calendar, if so press the date you want your ticket to start on
- 6 Press 'pay' and once your payment has been successful your Swift card will be updated with the new ticket
- 7 You can now use your Swift card from the chosen start date

\*The 7 locations of the Swift kiosks are in Coventry, Dudley, Walsall, West Bromwich and Wolverhampton bus station as well as in Birmingham Airport (located next to WHSmiths in Arrivals and Blythe Valley business park, Solihull).



### You can buy tickets for:

- Adults

### Available tickets:

- 1, 4 & 52 weeks
- Off peak & Pre 9.30am
- Pay As You Go
- Flexible ticket bundles

### You can:

- Top up existing Swift cards
- Get a new Swift card from the machine straight away

# Cash on the bus

## If you pay using cash on the bus...

- 1 Check on our website or on our on-bus fare chart (this is shown on the driver cab door) for your best suited ticket
- 2 Get the correct money ready as our driver cannot give change
- 3 When you board the bus ask for the ticket you need and put the money in the cash box
- 4 Please take your ticket from the machine to the right of the driver

Please keep your ticket safe as we cannot replace it should it be lost or damaged.

### You can buy tickets for:

- Adults
- 18 & unders
- Groups

### Available tickets:

- Single tickets
- Day Savers
- Selected 1 week tickets

### Handy information:

- The driver will print you a ticket after you pay
- The correct fare must be paid, the driver cannot give change

# Journey Planning

You can plan your journey by visiting our website at [www.nxbus.co.uk/plan-your-journey](http://www.nxbus.co.uk/plan-your-journey)

Simply put in where you are starting from and where you want to get to, then click 'Find route' Your journey will show on the interactive map with the directions and timings listed below

# Bus timetables

You can find all our bus timetables on our website [www.nxbus.co.uk](http://www.nxbus.co.uk)

Just click on 'Timetables' on the homepage.

# Replacement Swift cards

If you need a replacement Swift card please call a member of our team on 0121 254 7272, they are available Monday - Friday 9am - 5pm. They can arrange for your replacement card to be sent to your home address, please note replacements are subject to a £5 administration fee. If your swift card **does not** say National Express on the back please call Transport for West Midlands Customer Service team on 0345 303 6760.

# Concessionary Travel Pass Help and Information

The following information will help customers that hold or want to apply for a concessionary travel pass.

## Apply

It is quick and easy to apply for a concessionary travel pass online.

Visit <https://freetravelwm.org.uk/> and click on apply for an older person's travel pass.

The application should take around 10 minutes to complete. Please make sure you have digital photograph stored on your device or computer ready for when ready you apply.

## Replace

If you have lost your concessionary travel pass and need to replace it you can do this online by visiting <https://freetravelwm.org.uk/>

There is a £7.50 fee to replace lost passes, so please have a debit card to hand.

## Further help and information

There is lots of useful information about how to use your concessionary travel pass online:

- 1 Visit [www.tfwm.org.uk](http://www.tfwm.org.uk)
- 2 Click on swift and tickets
- 3 Click on discounts and free travel passes

You can also call Transport for West Midlands Customer Service team on 0345 303 6760.

Lines are open:

Mondays, Tuesdays, Thursdays and Fridays, 8am to 6pm

Wednesdays, 10am to 6pm

Saturdays, 9am to 1pm

Sundays and Bank Holidays, Closed

# Buying tickets over the phone (from 1st November)

Call our contact centre on 0121 254 7272 and press option 4 - 'Customer Services & travelshop enquiries'.

Lines open 8am to 6pm Monday to Friday

national  
express **West Midlands**

national  
express **Coventry**