



Travelling with your OV-chipkaart?

*We will be more than happy to help you
on your way!*

*If you require further information, contact us at:
www.ret.nl or 0900 – 500 6010 (€ 0,10 per minute)*



It's so easy to travel with the OV-chipkaart!

Step 1: charging



Charging

Before you can use your OV-chipkaart to travel, you must first charge it with a travel product and/or an e-purse (credit). You can do this at the RET Customer Service Centre and at RET Sales and Information points, as well as at all charging and vending machines that you can find in RET underground stations. You can also automatically recharge your personal OV-chipkaart, paying directly from your bank account.

Travel products

This includes all season tickets (these can only be charged to the personal OV-chipkaart), as well as other RET products, such as the RET 1-2-3 daily pass, the RET 2 underground pass and the RET 2-hour pass. Further information regarding these products can be found at www.ret.nl.

E-purse

Your e-purse is an amount in euros that you can use to travel anywhere within the area in which the OV-chipkaart is valid, unless you have a valid travel product on your card.

Travel charges

If you use your e-purse to travel, you will pay by kilometre rather than by zone. The full rate is € 0,115* per kilometre. In addition, you will pay the basic rate of € 0,75* for each one-way trip. If you transfer within 35 minutes of the start of your trip with the OV-chipkaart, you will only pay the basic rate once.

A cheaper rate applies for children (4 – 11) and the elderly (65 and older). This 34% discount is calculated automatically when using the personal OV-chipkaart. This is not possible on the anonymous OV-chipkaart.
* 2009 rate

Automatic charging

Charge your personal OV-chipkaart automatically, by adding € 10,- or € 20,- from your current account as soon as your e-purse is less than € 5,-. That way, you will always have enough credit. You can download the application form from www.ret.nl or pick up a copy at one of the RET Sales & Information points.

RET charging and vending machines

You will find charging and vending machines at all underground stations. You charge your card step by step, using a touch screen to operate the machine. You can find a simulation of this machine at www.ret.nl.

Note: after you pay, it takes a little while to charge your OV-chipkaart. The screen on the machine will display a message when it is safe to remove your card.



Payment

You can pay by PIN or by chipknip on all the machines. On the vending machines, you can also use coins. Whether or not you can also pay by credit card will be displayed on the screen. You can pay using banknotes at the Sales & Information points and at the RET Customer Service point.

Tip: At the charging and vending machines, you can print off a receipt that shows a summary of your last 12 transactions. For a detailed explanation of this receipt, visit www.ret.nl. If you have a personal OV-chipkaart, you can also find a detailed summary of your travel transactions at www.ov-chipkaart.nl.

Step 2: checking in



Checking in

You check in by holding your OV-chipkaart in front of the card reader. You will then see and hear a signal.

What happens when you check in?

When you check in, your OV-chipkaart is checked to see if it contains valid travel products and/or e-purse. If your e-purse is less than € 0,- you cannot travel. In that case, a message will appear on the screen. You must charge your OV-chipkaart before you can travel again.

Checking in with a travel product

If your OV-chipkaart contains one or more travel products, then these will be used first.

The OV-chipkaart first checks for a valid season ticket. If you do not have one, then other travel products will be used, such as daily passes. Your e-purse will only be used if you have no valid travel products.

Using e-purse to check in

If you are using your e-purse to travel, then a check-in rate of € 4,- will be deducted. At the end of your trip, the actual travel charges will be calculated and settled. So if you travel for less than € 4,- the excess amount that you paid will be added back on to the e-purse on your card.



You will find the sum that has been deducted from your e-purse at the bottom left-hand corner. In this case, it will be the check-in rate.



In the bottom right-hand corner of the screen, you will always see your current e-purse, for example your e-purse when you checked in, minus the check-in rate.

Step 3: checking out



Checking out

At the end of your trip, you once again hold the OV-chipkaart in front of the card reader. Just as when you check in, you will then see and hear a signal.

What happens when you check out?

When you check out, the cost of your trip will be automatically settled. You can check out at any time. However, if your e-purse is insufficient to pay for the trip, your e-purse will become negative. You will then be unable to check in again until you have increased your travel e-purse.

Settling your travel charges

If you travel in the area where your travel product is valid, you will not pay from your e-purse. If you do not have a travel product on your card, or if you travel outside the area where your product is valid, then the travel charges will be deducted from your e-purse. If the check-in rate of € 4,- was deducted when you checked in, then this will be used to pay for your travel charges. If you travelled for less than € 4,-, then the excess amount that you paid will be returned to your e-purse balance. If you do not check in or out, the travel charges will not be settled. In such cases, you will pay the full check-in rate for your trip.



Tip: Make sure that you always check in and check out! If you forget to check out, you must pay the full check-in rate of € 4,-. In addition, your OV-chipkaart will automatically be blocked if you forget to check out several times.

Message that you are checking in or out.

Code for your travel product. In this case, a monthly season ticket.

End date of your travel product.



At the bottom left-hand corner, you will see the sum that has been deducted from your e-purse. These are the travel charges that you incurred outside the area in which your travel product is valid.

In the bottom right-hand corner of the screen, you will always see your current e-purse. When you check out, this will be your original e-purse minus your travel charges.

Soon you will be able to travel throughout the Netherlands with your OV-chipkaart!

Travelling with your OV-chipkaart

The OV-chipkaart makes it a lot easier to travel by public transport. This card will soon allow you to travel throughout the Netherlands using just one ticket. What's more, you can already use your OV-chipkaart in the Rotterdam area.

Easy & Fast

Checking in and out with the OV-chipkaart is easy and fast. You no longer have to worry about zones and strips, and you will always have a valid ticket with you.

Smart & Fair

When you travel with your OV-chipkaart, your travel charges are calculated precisely. In addition, it will be harder to travel without a valid ticket thanks to gates and card readers. This means that everyone who uses public transport will have to pay for it, which makes public transport fairer.

Safe

Aggression on public transport is often linked to people travelling without a valid ticket. Thanks to the gates and card readers, that will be a lot harder. This makes public transport safer.

A few handy tips!

A new system means that we all have to learn new habits. Paying attention to a few simple points will make this as easy as possible for you.

- Your OV-chipkaart is a non-contact card. Many companies use this type of card, for example, as a card to access buildings. If you use this type of card, keep them separate to ensure that your OV-chipkaart can be read correctly by the system. This applies when you are checking in or out, for example.
- As of 29 January 2009, the OV-chipkaart will be the only type of ticket valid in the RET underground. On other RET modes of transport, you can travel with both the OV-chipkaart and with normal tickets. If you must change from one mode of transport to another during your journey, then the RET recommends that you use your OV-chipkaart throughout the entire trip. This way, you avoid paying twice (basic strip and OV-chipkaart basic rate).
- There is a compensation scheme for travellers who must use both a strippenkaart and an OV-chipkaart on their trip (go to www.ret.nl for further information and conditions).
- Your personal OV-chipkaart is also your registration card for the entire public transport system. When you charge a season ticket onto your card, you will receive your card, as well as a coupon. When you are asked to show your ticket, you must show this coupon together with your OV-chipkaart.
- If you check in and out of the same underground station within 20 minutes, then the check-in rate that you paid will be returned to your balance. Therefore, waving goodbye to someone isn't a problem!
- Multiple people may not use a single OV-chipkaart. Make sure that the people you are travelling with have their own card. This can be a personal, anonymous or single-use OV-chipkaart.

If you want more information, we will be happy to help!

It may take a while to get used to this new way of paying for public transport. If you have any problems checking in and out, then you can go to the RET Customer Service or one of the RET Sales & Information points. Our staff will be happy to assist you.

RET Customer Service

Coolsingel 141, above Beurs underground station.

RET Sales & Information points

At the following underground stations: Beurs, Capelsebrug, Centraal Station, Spijkenisse Centrum and Zuidplein.

Information points

At the following underground stations: Kralingse Zoom, Alexander and Schiedam Centrum.

For further information about the OV-chipkaart, visit www.ov-chipkaart.nl or www.ret.nl. You can also call the OV-chipkaart helpdesk: 0900-500 6010 (€ 0,10 per minute).

Has your OV-chipkaart been lost or stolen? If so, you can contact National: OV-chipkaart Customer Service: 0900-0980 (€ 0,10 per minute).