



# From now on, you can use your smartphone to pay for buses, trains, the Metronit and Carmelit

You choose how to pay on public transport: With a smartphone app or with your Rav-Kav card

ooo



Further details online at [www.pti.org.il](http://www.pti.org.il) | \*8787

# Scan & Go!



## Dear Passengers

**The Ministry of Transport is introducing a new payment option for public transport\* – a smartphone app that you can use as an alternative to your Rav-Kav card.**

The Ministry of Transport's 'HaTachana' app, and three private apps approved by the Ministry of Transport (Moovit, Rav-Pass and ANY WAY), are available for download in the app stores on Android and iOS.

## Pay only for the journey's you take

Similar to the Rav-Kav card, payment with apps for public transport is charged according to predetermined tariffs. However, payment via Rav-Kav is charged upon validation, while payment via apps is charged retroactively at the end of the month, taking into account all discounts passengers are entitled to.

Travel tariffs on Rav-Kav and on the apps are different and depend on the passenger's travel patterns.

\* At present, apps can be used to pay on all public transport buses, Israel Railways, the Metronit and Carmelit. In coming months, the service will be expanded to travel on the light rail, service-on-demand transport and shared taxis.

# Now, you can also pay by smartphone

Download one of the public transport payment apps, get on a bus, scan and pay for all travel at the end of the month.



Issue a Rav-Kav card, load the desired travel contract in advance and validate at validation points on public transport.



## Sign Up

11:30

←

**It's important we keep in touch**

How would you like us to approach you?

First name

First name

Last name

Last name

Email address

Email address

Continue

14:05

←

**Enter your phone number**

We'll send a code to this number and verify your account

+972: (your Phone Number)

I agree to the Terms and Conditions

Continue

1 2 3 4 5 6 7 8 9 0 Done

14:08

←

**How would you like to pay?**

We will charge your credit card in the end of the month for optimal charges for you

Credit Card Number

Credit Card Number

Expiration Date

MM/YY

CVV

CVV

Your ID, with leading zeros

Your ID, with leading zeros

For tourists and debit card users, you will be charged at the end of the day.

Save

14:07

←

**Do you own a discount profile?**

Choose your discount profile, or press continue

Senior Citizen Social Security Eligible

Youth up to 19 High School Student Over 19

College Student Foreign College Student

Visually Impaired Disabled Sherut Leumi

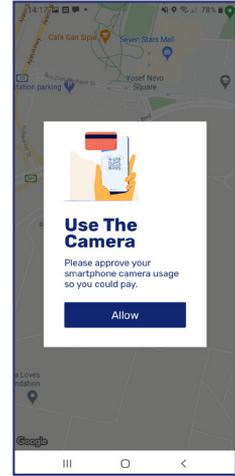
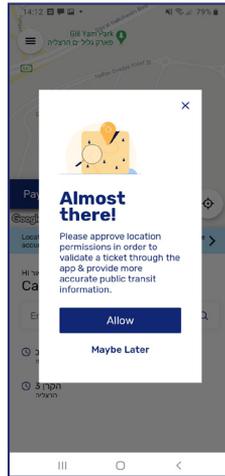
Pre Military Member of Parliament

Parliament Guard Shinat Sherut

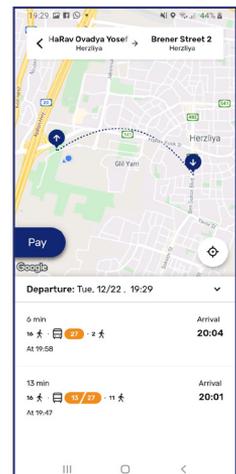
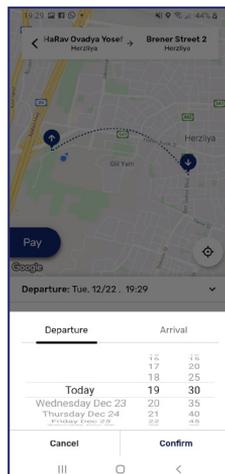
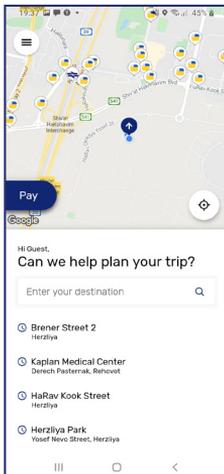
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\* Display screens may appear differently on the various apps. Displays may change from time to time.

## Approve Location and Camera Access

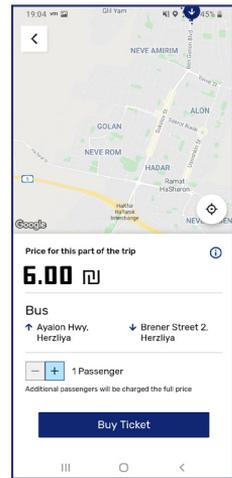
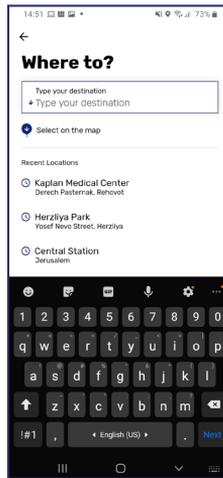
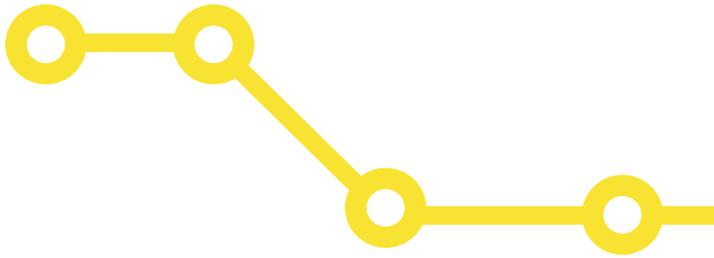
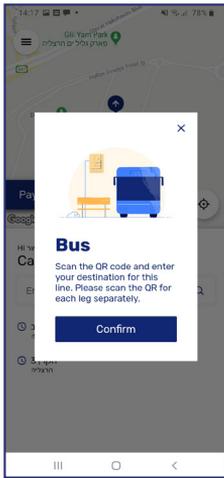


## Plan your Journey



\* Display screens may appear differently on the various apps. Displays may change from time to time.

Validate



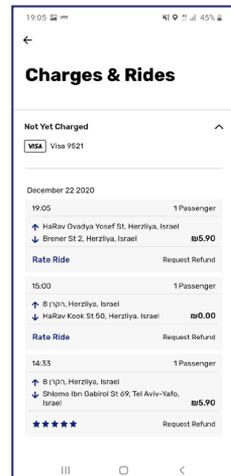
Present your ticket if requested



Provide Feedback



Receive full information about your activity on the app



\* Display screens may appear differently on the various apps. Displays may change from time to time.

## How does it work?



\* On the Metronit, the QR code is located on the embarkation platform, and not inside the Metronit.

- 1 Download the app from the app store to your smartphone and sign up for the service
- 2 Scan the QR code when getting on the bus
- 3 Sit comfortably in your seat
- 4 On the app, select your destination or travel distance for each section of your journey\*
- 5 Enjoy the ride
- 6 At the end of the month, the app will calculate the best payment plan for you based on your travel history

- Attention:**
- The QR code must be validated on every section of your journey, even when changing buses within the 90-minute period.
  - There is no need to scan the QR code again at the end of the journey.

## How is payment calculated?

The app tariff method puts you in the center.

From now on, when traveling by bus, pay only for the distance you have traveled! Tariffs on the app are calculated in accordance with 6 rings defined by travel ranges.

Travel ranges are determined according to the distance traveled in km from your current location to your destination. Your origin point is the center of the ring and your destination, if in another ring, is the center of the second ring. Travel ranges are calculated according to the central points of the rings, with a different tariff for each range.

The tariff method for travel by train remains unchanged and is calculated according to your origin and destination points. For more information about single journey train tariffs, [click here](#).

\* If you travel on two different lines one after the other, these are two different travel sections.

# Paying with an app on the train



**1** When you arrive at the station, tap the "payment" field and select "train"



**2** The app will identify the location of the station using your GPS settings. Confirm or correct as necessary



**3** Scan the barcode received on your device with the card reader at the automatic gate at the entrance to the train station

**4** Go to the platform your train is scheduled to depart from, board the train and enjoy your journey



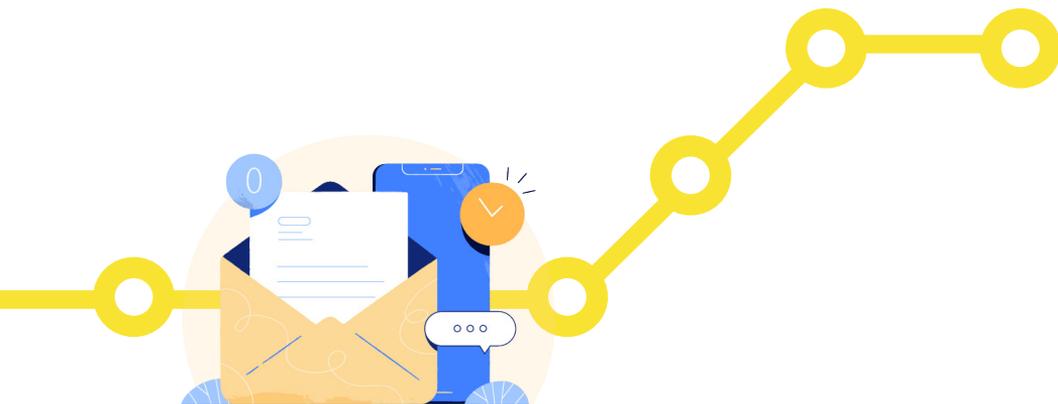
**5** Before you get off the train, tap end of journey on the app



**6** The app will use your GPS to locate the station you have disembarked at. Confirm or correct as necessary

## Attention:

- Make sure to scan the correct barcode at the entrance and exit gates from the train stations, even when the gates are open, so that we can calculate the cost of your journey accurately.
- If you do not scan the barcode at the entrance or exit from your stations, the app operator will send you a message to ask you to enter and confirm your origin/destination. Without this information we will not be able to identify your itinerary and will have to charge you the maximum daily fare of ₪ 58.5.
- There is no need to validate your digital ticket for a second time if you have to change trains or switch platforms within the same journey.
- It is not possible to pay for additional passengers with the app on the train.
- The 90 minute transfer is not valid for train journeys.
- When traveling on the Carmelit, validate at the entrance to the station. There is no need to validate again when you exit your destination.



## What is the daily upper limit and how is it calculated?

The daily upper limit is calculated according to the farthest distance a passenger completed in a single day. For example, a passenger whose farthest distance traveled during the day was 25 km (see table below) will pay NIS 20.5 for that day (excluding travel by train), no matter how many times they traveled that day, within a range of less than 25 km. If the cost of all travel that day is lower than the cost of the upper limit, the passenger will pay actual journeys taken and not the daily upper limit. This means that all validations carried out in one day will be calculated according to the lower price of the following two options: daily upper limit or the sum of single travel tariffs on that day (after calculating beyond the 90-minute free transfer\* and profile concession, if any). The daily upper limit is calculated according to calendar days starting and ending at 00:00.

**Attention:** For a single journey on Israel Railways, a passenger will pay a regular tariff, as appears on the Israel Railways website (for tariffs for single journey on Israel Railways, [click here](#))

**Additional example:** If a passenger takes 2 inner-city journeys totaling 15 km in a day, and, in addition, a return journey on the train from Tel Aviv to Netanya, the total cost of their daily journeys will stand at NIS 38 (NIS 12 for bus journeys of 15 km and NIS 26 for the train journeys). According to the passenger's longest journey range they are in Ring 3 and therefore the combined upper daily limit will stand at NIS 35, and this is the sum the passenger will pay.

	Travel Range (maximum KM in a straight line)	Single Journey Tariff (NIS)	Daily Upper Limit Bus, Metronit & Carmelit (NIS)	Daily Upper Limit with Train (NIS)
1	Up to 15	3/4/6	12.5	15.5
2	16-25	10	20.5	24.5
3	26-55	14.5	27.5	34
4	56-100	24.5	41	49
5	101-250	34	58.5	58.5
6	250+	54	293.5	293.5

**Attention!** In a single journey within a range of up to 15 km, the travel price is determined according to the town the journey originates in. In some towns, the price of a single journey is NIS 6, in others NIS 4 and in others yet, NIS 3. To check the tariffs for a single journey within a range of up to 15 km, according to location, enter the National Public Transport Authority website at [www.pti.org.il](http://www.pti.org.il)

\* You can transfer between any number of buses during 90 minutes and you will only be charged for one journey, as long as the journeys are within the ring you are at the center of - journeys within the initial ring of a 15 km radius. You must scan the QR code and validate every journey.

\* Subject to the price control order that came into effect as of 01/02/2021

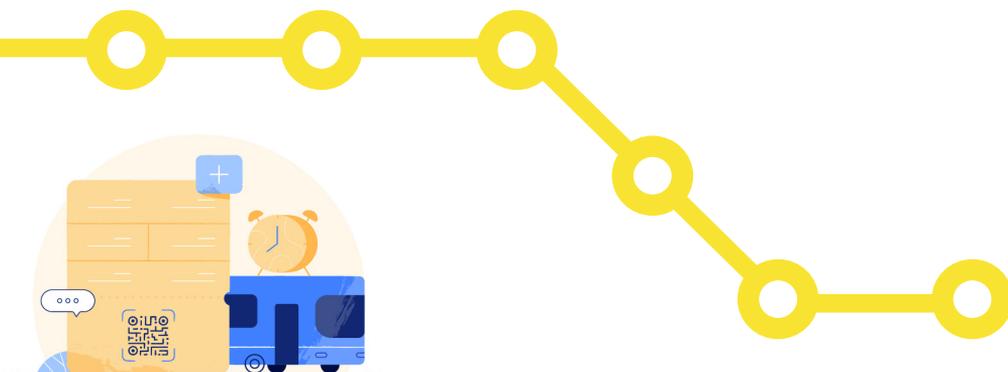
## Attention! Additional discounts will be given at the end of the month...

The smart app calculates the sum due for payment at the end of every month and gives passengers further discounts, according to the overall sum of monthly travel.

For example, for every amount between NIS 195.51 and NIS 391.5, there is a further 75% discount for the sum above NIS 195.5. A passenger whose total travel fare amounts to NIS 300 will pay NIS 221.6.

Level	Level at which discount is given	Discount	Total use	Effective discount	How much will I actually pay
1	Up to 195.5%	0%	100	0.00	100.00
		0%	150	0.00	150.00
2	Discount for the sum above 195.5%	75%	250	40.88	209.13
		75%	350	115.88	234.13
3	Discount for the sum above 391.51%	50%	500	201.25	296.75
		50%	950	426.25	521.75
4	Discount for the sum above 978.51%	25%	1300	520.88	779.13

\* The maximum cumulative fare according to the price control order that came into effect as of 01/02/2021





## Q&A

### **1. Will my Rav-Kav card be cancelled?**

Choose the most convenient payment method: Rav-Kav or smartphone app.

### **2. Where can I download the app for public transport payment?**

Look in the app store for the 'HaTachana' app or any one of the apps approved by the Ministry of Transport (Moovit, Rav-Pass or ANY WAY; available for download on Android and iOS). To enjoy the best experience, download the app and register prior to your journey.

### **3. Is there a difference between the various apps?**

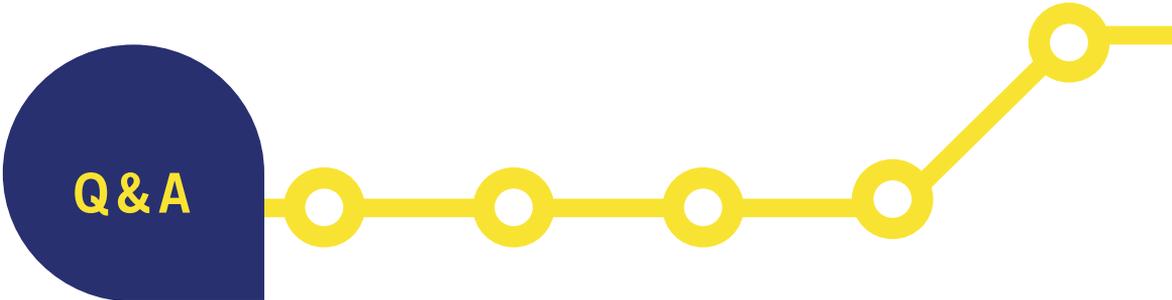
Yes. A number of companies offer apps to pay for and validate travel on public transport. All of the apps are approved by the Ministry of Transport and the payment methods and tariffs are identical. However, the user experience and options differ on each app. 'HaTachana' app also allows you direct communication with the Ministry of Transport, online updates of changes to public transport and the option to fill in a feedback questionnaire on your journey to improve service on public transport.

### **4. Can I use a number of apps to pay for public transport at the same time? Are the journeys synchronized?**

Each app operates independently, and no information is transferred between the various apps. In order to get the optimal fare, based on an adjusted calculation of all the journeys made, only one app may be used during the same month, defined as the period between the 25th of the month and the 24th of the following month. If you choose to use multiple apps in the same month, each app will calculate and charge you only for journeys validated through it, without an overall optimal calculation for all the journeys you made that month with all the apps used.

### **5. What happens if my battery runs out?**

Smartphones need to be charged before travelling on the bus. Most modern buses have USB ports near the seats for charging your phone.



## Q&A

### **6. How is my privacy protected?**

The Ministry of Transport is committed to complying with all provisions of the law and protecting individual privacy and data security. In accordance with the conditions set by the National Public Transport Authority at the Ministry of

Transport, app operators are obliged to keep data completely confidential and may not pass it on to anyone, or make any use of such data, other than for payment. We recommend that you carefully read the terms and conditions for each of the apps.

### **7. Can the app be used to pay for all means of public transport?**

At present, the app may be used to pay for all public transport bus companies, on Israel Railways, the Metronit and the Carmelit. In the future, the service will be expanded and it will also be possible to use the app to pay on the light rail, service-on-demand transport, and shared taxis.

### **8. Are my Rav-Kav card and app synchronized?**

No, these are two different methods for calculating the cost of travel. To enjoy the most cost-effective payment calculation, you must pre-select a payment method (Rav-Kav or app) and use that means throughout the month, from the 25th to the 24th of the following month.

### **9. Does the 90-minute free transfer apply with the app?**

Yes. A 90-minute transfer can only be used within the same day and on all means of public transportation, except Israel Railways, when traveling within a radius of 15 km from your point of departure. Scan your QR code anew for each trip. The app will detect the new use within the 90-minute limit and you will not be charged for additional trips.

### **10. Are concessions (youth, senior citizen, disabled etc.) accepted through the app?**

Yes. Concessions remain unchanged and are calculated for each single journey.

### **11. When will my credit card be charged?**

Charges are transferred to the credit company on the application's billing date – the 24th of each month, and join the other purchases you made with your card. Your bank account debit date depends on the debit date of your credit card. Credit cards are charged once a month at the scheduled date. Debit cards and foreign credit cards will be charged on the same day (debit) or on the date the app is charged – the 24th of each month.

Debit cards will be charged daily, depending on journeys made with the app on the same day. The good news for cardholders is that although the charge is made on a daily basis, cardholders who use the app for validation and payment can enjoy monthly discounts. When passengers' scope of use reaches the first discount level,\* the discount due at that level will be calculated and reimbursed automatically.



For example, if after 14 days you have accumulated NIS 195.5 in charges, and the following day you take journeys totaling NIS 20, you will only be charged NIS 5 as you have already reached the threshold for a 75% discount.

**12. Can I view a breakdown of my travel before the end of the month?**

All validations are available to view at all times on your personal account on the app, where you can monitor the status of your account and update your personal details if necessary.

**13. How can I know if it's more cost-effective for me to use the app or Rav-Kav?**

The answer depends on actual use of public transport – there are times when it is more cost-effective to make a one-time payment via the app and times where it is more cost effective to use a periodic contract on Rav-Kav. To check which is the most cost-effective payment method for you, compare the Rav-Kav tariff map at [pti.org.il](http://pti.org.il) with the charging method on the app.

**14. Can I pay for another passenger with the app?**

You can validate another passenger's journey with the app on buses, the Metronit and Carmelit. Each validation will be considered as a single journey, and payment for it will be according to the full price of the journey without a 90-minute discount. A passenger with a profile who qualifies for a concession (student, senior citizen, etc.), who wishes to validate additional passengers, can do so, but payment for those passengers will be at the full rate, without discounts and without a transfer option. It is not possible to pay for another passenger on the train.

**15. Does the app check if I have validated twice by mistake?**

In order to validate more than once, the QR sign must be scanned each time, and a travel range and number of passengers must be selected. This is an action that cannot be performed twice by mistake. Not sure you validated? Check your validation history on the app. Still have a problem, contact customer service via the app.

**16. Are there customer service call centers for app users?**

Yes. The customer service centers at 'HaTachana', Moovit, Rav-Pass and ANY WAY apps will be happy to answer all questions and requirements related to the app, whether technical support or troubleshooting, answering questions regarding fare charges on the app or public inquiries regarding use of the app. For answers to inquiries regarding 'HaTachana' app, dial \*8787.

Each app has different contact methods, including contact via the app itself, WhatsApp, chat and of course a customer service representative. There may be differences between the apps in terms of contact methods; please follow the instructions on the app you are using. If you have not received a satisfactory response, you can contact the National Public Transportation Authority at the Ministry of Transportation via the Ministry of Transportation website or submit an enquiry; updates on the status of your enquiry are available on the Kol-Kav hotline on \*8787.

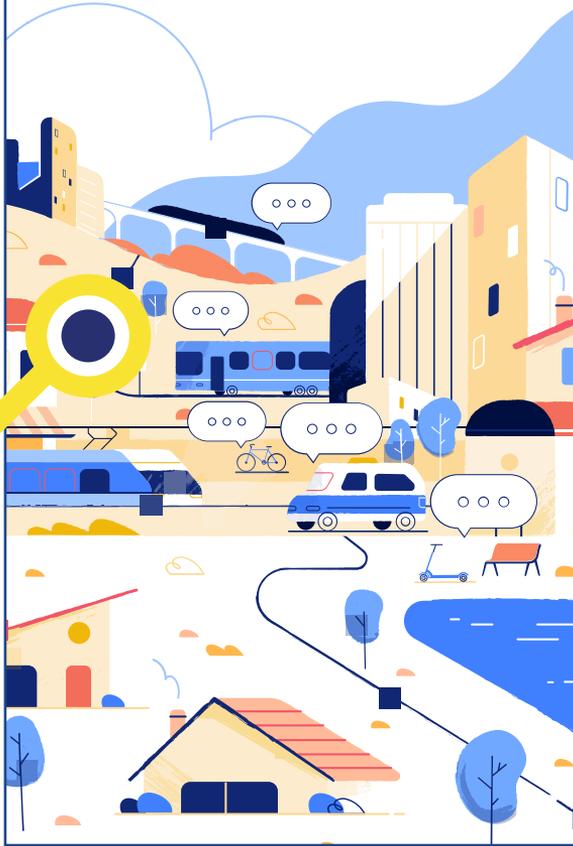
**17. How can I appeal the sum I was charged in the event of a miscalculation?**

You can contact customer service and file an appeal on the app. Do not rely on a telephone call to the call center only.

\* Discount calculated on your credit card at the end of the month

National  
Information  
Center  
\*8787

[www.pti.org.il](http://www.pti.org.il)



Ministry of Transport  
and Road Safety