



cEMV update

ITS workshop
10 juni 2020



Mijn lijn, altijd in beweging



Indeling









1. Update on cEMV
2. New agreement m-suppliers



1. Update on cEMV



Where are we today

- Since May 25th : cEMV operational on all trams
 - April 6th: Coast
 - May 18th: Ghent
 - May 25th: Antwerp + bus Tielt Winge
- Use cases:
 - Diverse cards & other media
 -        
 - Happy flow + Unhappy flow
 - E2E, banks, MC & Visa, Maas operators
- Online customer portal: contactloosbetalen.delijn.be
 - Travel history
 - Settle open debt
 - Proof of payment



Online customer portal



Contactless payment on buses and trams

All you need is a card !

Payment on buses and trams is going contactless. Use your contactless debit or credit card, smartphone or wearable such as a smart watch, key ring or wristband. This is a sensible option, because contactless payments are easy, fast and secure.

On this customer portal you can:


- See an overview of your journeys and payments;
- Pay your outstanding balance;
- Access and print out a receipt.

Using your payment reference Using your card number

Payment reference

9XCAN80S

ik ben geen robot



LOG IN !

You can log in with the card number of your contactless payment card or with the payment reference on your account statement.

- You can find your card number on the front of the card that you used to pay.
- For Mastercard or Visa this number will have 16 digits.
- For a debit card this number is the 17 digits after the word 'CARD'.

To use Apple Pay or Google Pay on your smartphone, your card must be loaded onto it.

- You can find your payment reference on the bank statement.
- It has 8 characters with 'DL' at the start or at the end.

Frequently asked questions

Is something not clear? Or was your payment unsuccessful? If so, [here](#) is where you'll probably find the answer you're looking for.



Online customer portal



List of journeys

Card number (linked with media) : 844

Start Date
5/9/2020

End Date
6/9/2020

VIEW THE OVERVIEW OF JOURNEYS FOR THIS PERIOD.

2020 May

Show/Hide

2 Journeys

Tap ID : 68032

Trip ID : NA (*)

May

26 Tuesday
12:15

Tap ID : 68032

Date and Time : 5/26/20, 12:15 PM

Result : Media already checked in

Validation type : Not determined

Status : Ignored

Vehicle Type : Tram

Journey no. : NA (*)

Trip no. : NA (*)

Line : NA (*)

Stop : NA (*)

Tap ID : 68030

Trip ID : 1

May

26 Tuesday
12:15

Tap ID : 68030

Date and Time : 5/26/20, 12:15 PM

Result : Accepted

Validation type : First trip

Status : Processed

Vehicle Type : Tram

Journey no. : 1

Trip no. : 1

Line : NA (*)

Stop : Mere Kerk



BACK

BACK TO MAIN PAGE

LOGOUT

10/06/2020

cEMV De Lijn

Dia 6



Online customer portal

List of payments
Card number (linked with media) : 844

Filter by payment status : All To regularize In process/Authorized

Start Date: 5/9/2020 End Date: 6/9/2020

VIEW THE OVERVIEW OF PAYMENTS FOR THIS PERIOD.

2020 May 1 Payments

Show/Hide

26 Tuesday 00:00 to 27 Wednesday 02:30 € 2.5

Payment ID : 1121 Number of taps : 1 VAT : € 0.14 (6%)

Payments HIDE PAYMENT DETAILS

Payment no. 1146

Date: May 26, 2020
Amount: € 2.5
Status: Remitted
Reference: DL PLE0F790 26MAY P1 VIEW RECEIPT

Journeys HIDE TRIP DETAILS

Tap ID : 68030	Date and Time : 5/26/20, 12:15 PM	Validation type : First trip
Status : Processed	Vehicle Type : Tram	Journey no. : 1
Trip no. : 1	Amount : € 2.5	Line : NA (*)
Stop : Mere Kerk		



Online customer portal

Lijst met betalingen Kaartnummer (gelinkt met media) : 197

Filter op betalingsstatus : Alle Te regulariseren In uitvoering/geautoriseerd

Begindatum: 9-5-2020 Einddatum: 9-6-2020

BEKIJK HET OVERZICHT VAN BETALINGEN VOOR DEZE PERIODE.

2020 Juni

Toon/ verberg 1 Betalingen

06 zaterdag 00:00	tot	07 zondag 02:30	€ 2.5
Betalings-ID : 2598	Aantal ritten : 1	BTW : € 0.14 (6%)	
Betalings-ID : 2598 Aantal ritten : 1 BTW : € 0.14 (6%)			BETALINGSGEGEVENS VERBERGEN
<p>Je hebt een openstaand saldo, mogelijk aanvaardde de bank je betaling niet. Dit betekent dat je nog voor een (van je) rit (ten) moet betalen. Betaal dit openstaande saldo zo snel mogelijk! Doe je dit niet? Dan kan je geen gebruik maken van het contactloos betalen.* Zodra je dit in orde brengt, kan je maximum een uur later weer met ons op stap.</p> <p>*met hetzelfde medium</p>			
Betaling N° 2623			BETAAL NU
Datum : 6 jun. 2020			Totaal openstaand saldo: €2.5
Bedrag: € 2.5			
Status: In afwachting van betaling			
Referentie: DL LAJDWH00 06JUN P1			
Verplaatsingen			!travelsPanel.item.debt-waming



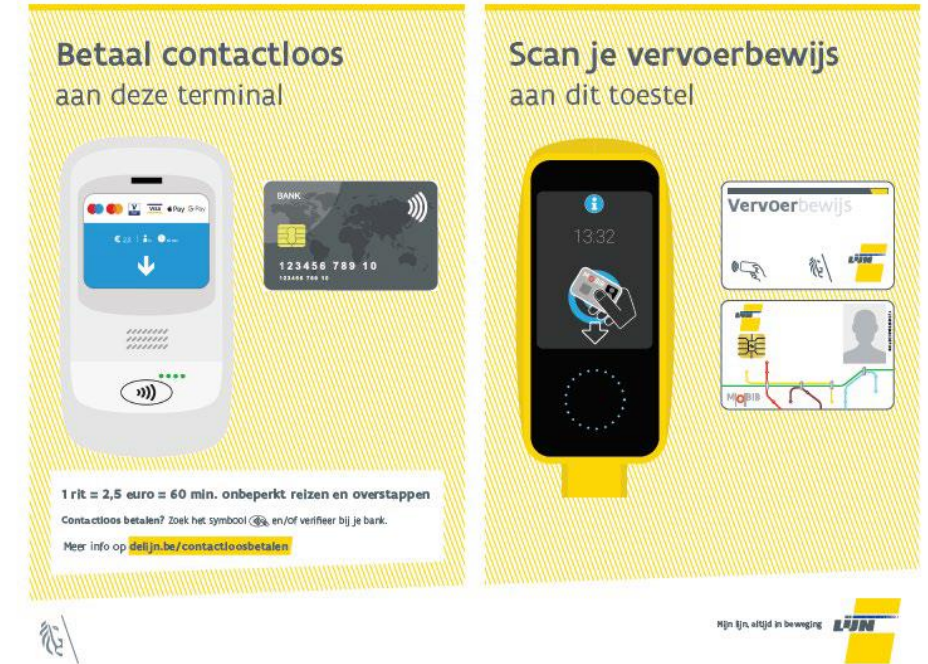
Communication

Stakeholders

- ✓ testing
- ✓ Monthly Marketing & Technical meetings with other operators and banks
- ✓ Align customer support

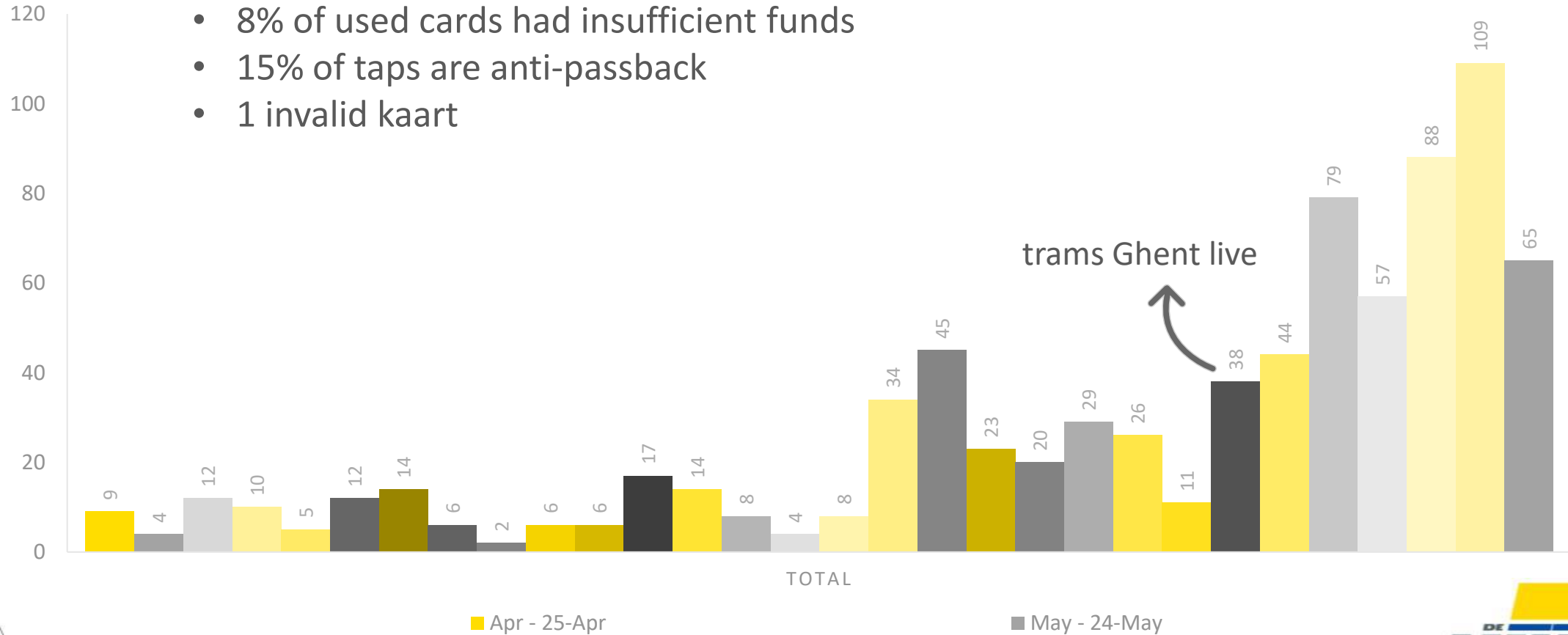
Customers

- ✓ Qualitative research
- ✓ Website + FAQ
- ✓ Customer support
- ✓ Press release
- ✓ Media campaign

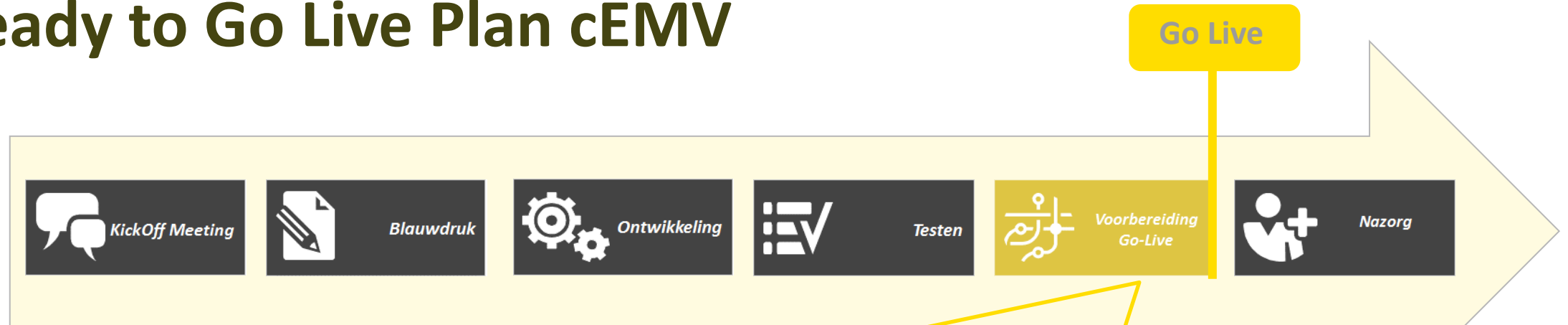


Tap trend 30 days (paying taps)

- 8% of used cards had insufficient funds
- 15% of taps are anti-passback
- 1 invalid kaart



Ready to Go Live Plan cEMV



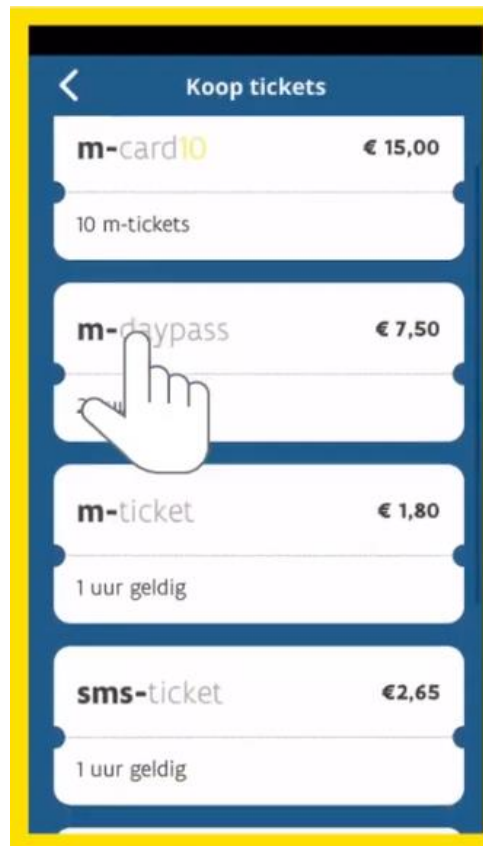
- Maximal learnings from pilots
- Reaching stable and operational integrations
- Operational internal processes
- Prepare vehicles

- June 24th: GO/NO GO cEMV ready
- ?: release front doors/EMV terminals available = **Go Live full network**

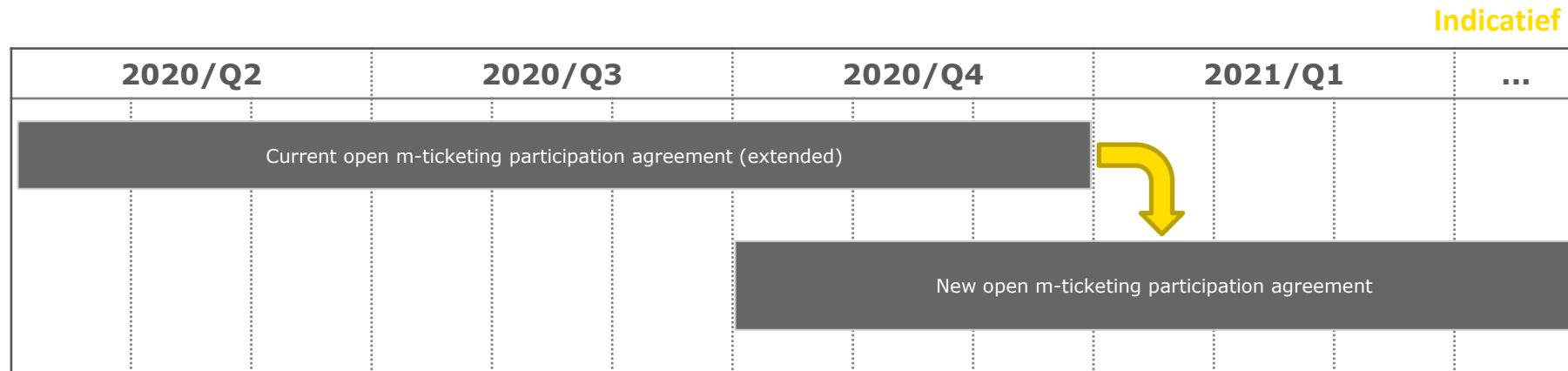
Next Steps: ABT 2022



2. New open m-ticketing agreement



Transition towards new agreement



- The current agreement will be extended to end of 2020.
- New agreement will be published in 2020.
- During transitioning period, any m-supplier can choose under which agreement to work.
- After transitioning period, only the new agreement is valid.



Draft new agreement

- Tickets will be **nominative**: name, e-mail + UID.
 - Improved possibilities for controllers and fraude prevention.
 - Improved customer support possibilities.
 - Standard solution reusable for other applications.
(eg. Event organiser selling combi-ticket including transport with De Lijn)

- Extended **product-offer** via m-suppliers.
- Travellers are invited to open a **travellers account** at **De Lijn** and will receive access to customer support.
(eg. Requesting certificate for unrendered/tardy trips)
- **Personalised services** for traveller available through m-suppliers.
(eg. routing, real-time detour information, etc.)

in
research





Bedankt
voor je aandacht



Mijn lijn, altijd in beweging

