

 arriva udine

# Travel contactless



From **April 2026**  
new contactless devices  
on board **city buses**

From April 2026, Arriva Udine city buses will be gradually equipped with new **electronic devices that allow you to purchase tickets using a contactless card or digital device** (smartphone, smartwatch) and to validate paper tickets via optical scanning — quick and easy.

Check out all the instructions to travel contactless!

## Buying a ticket on board

### What you need

A contactless payment card (Mastercard, Visa, or American Express) or a smartphone/smartwatch with NFC and Apple Pay or Google Pay.

### How many tickets you can buy

Each passenger can buy one ticket per ride with their card. Multi-ticket purchases will be available soon.

### How to buy

Hold your card or device near the reader and wait a few seconds. When the green light turns on, the purchase is complete. No paper ticket will be issued.

### Error messages

- Red light: purchase declined (insufficient funds or unsupported card).
- No light: your card may not be contactless.

### Multiple trips in one day

Tap your card or device every time you board. At the end of the day, the system will automatically charge the **lowest possible fare** (single tickets or daily cap).

### Bank notifications

Your bank may show the daily maximum fare after your first trip, even if you only took one ride. The actual cost will be calculated the next day, based on all the trips taken, always applying the best fare.

### Ticket inspection

Show the card or device you used for the purchase to the staff.

### A simple and convenient service

No registration required and no extra fees.

## Validating a paper ticket

### Tickets

Only tickets with a QR code can be validated via optical scanning. The mechanical validator is still available on board.

### How to validate

Hold the QR code in front of the optical reader (bottom right of the device), keeping a distance of about 10 cm. Move the ticket away and wait for the green confirmation light. Paper tickets with QR codes are valid for approximately 3 years.

### Multi-ride tickets

To share a multi-ride ticket with multiple passengers on the same journey:

1. select the number of passengers using the arrow buttons at the top of the device
2. hold the QR code in front of the reader

After the first validation, no additional validations can be made during the ticket's validity period.

### Ticket validity

With optical validation, the activation time is not printed on the ticket. If you change buses, check your ticket again:

1. press OK on the device
2. scan the QR code

- **Green light:** ticket still valid
- **Red light:** ticket expired

### Ticket inspection

Show your ticket to the staff — they will verify the QR code activation.

### Attention

To avoid errors or fines, we recommend discarding used tickets immediately after use.



For more information, visit:

[www.arrivaudine.it](http://www.arrivaudine.it)

Or scan:



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