

Useful Tips on Adding Value to Octopus at New “3-in-1” Ticket Machines

The extension of MTR Island Line to Western District on 28 December 2014 brings not only the convenience of rail service to one of Hong Kong’s oldest areas, but also new ticketing convenience for passengers. The 13 new “3-in-1” Ticket Machine introduced at Kennedy Town Station and HKU Station provides passenger with a one-stop-shop to add value to their Octopus, check recent Octopus transactions or buy Single Journey tickets.

The logic of the ticket purchase and add-value processes on the new Ticket Machine is similar to that of their stand-alone counterparts in other MTR stations, but there are variations in physical design. Rather than a slot for Octopus, the new machine features an Octopus processor and ledge for passengers to more conveniently place their Octopus or non-card products. The touch screens are bigger and buttons and dispensers are located differently. To help passengers become familiar with the new Ticket Machine’s operation, Station Assistants have been posted at the machines for most of the service day since 28 December.

“From our observations, passengers welcome the 3-in-1 design and find being able to add-value at all Ticket Machines particularly convenient,” said Mr Francis Li, Head of Operating of MTR Corporation. “However, we have also noted that out of the 14,000 add-value transactions recorded in the first 10 days, 163 were unsuccessful due to a step in the process being missed or the Octopus removed from the processor before the transaction could be completed.”

To ensure the successful completion of all Octopus add-value transactions, Mr Li has four useful tips for passengers:

1. Place Octopus against the processor, choose the “Add Value” button and make sure the Octopus is placed against the processor throughout the add-value process
2. Read and follow all the steps on the screen
3. Press the “Next” button to complete the add-value process and wait for “Transaction completed” message
4. Double-check that the value has been successfully added by using the Ticket Machine’s Octopus enquiry function

“To help passengers ensure successful completion of their add-value transactions, we will arrange additional Station Assistants to provide assistance at every Ticket Machine. In the meantime, we will be conducting a review of the on-screen information and button designs to see whether we can make improvements to enhance the customer experience,” added Mr Li.

Passengers who have used the Octopus add-value function of the new “3-in-1” Ticket Machine at HKU and Kennedy Town on the extended Island Line stations are requested to check that their transactions were successfully completed. Enquiries about discrepancies can be made at any MTR Customer Service Centre.

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Photo caption:

Mr Francis Li, Head of Operating of MTR Corporation, suggests four useful tips for passengers to add-value to their Octopus using the new “3-in-1” Ticket Machine introduced at the new HKU and Kennedy Town Stations last month.

