




# 深圳市轨道交通金融IC卡、地铁乘车码、全国交通一卡通乘车使用须知

Notice on Financial Integrated Circuit (IC) Card、Metro Ticket QR Code、China T-union Card for Shenzhen Rail Transit

## 金融IC卡

- 1、本使用须知中所指金融IC卡包括：由各银行发行的卡面印有银联及闪付（或）标识的芯片银行卡（含借记卡、信用卡）；或承载金融IC卡信息的移动设备（如手机Pay、可穿戴设备等）。
  - 2、乘客持金融IC卡可乘坐深圳市轨道交通范围内所有线路（11号线商务车厢除外），且须在地铁车站专用闸机刷卡过闸。
  - 3、金融IC卡计费规则与普通单程票计费规则一致，不享受轨道交通票价折扣优惠，其它优惠以第三方公告为准。
  - 4、乘客持金融IC卡乘坐轨道交通采用预授权交易，应确保卡内余额或可用额度不低于线网最高普通单程票价。如因乘客账户余额或可用额度不足导致扣款异常的，系统将限制该乘客乘车功能。
  - 5、乘客使用金融IC卡进出闸时，实行“一人一卡、一进一出”的使用规则，即乘客须用同一张卡进出闸机，不可一卡多人使用。黑名单卡等无效卡将无法使用。
  - 6、乘客使用金融IC卡进出闸，刷卡出闸后，系统会根据乘客实际进出站点信息，直接从账户中扣除乘车车资。如未扣款成功，系统将在后续进行补扣款。
  - 7、乘客使用金融IC卡进出闸，如发生刷卡后闸门未开、闸门被他人误用、手机没电、手机故障等异常情况，请立即前往车站客服中心处理。如对扣费有异议，可在扣费后5日内联系车站客服中心或地铁服务热线咨询或处理。
  - 8、乘客使用金融IC卡乘车需领取发票的，可在出闸前凭卡内乘车信息到客服中心领取本次所乘车程的等额发票。
  - 9、乘客使用金融IC卡进出闸，如未遵循“一人一卡、一进一出”的使用规则，导致30天内累计发生3次以上记录缺失，系统将限制该卡乘车功能，乘客需补缴票款后方可继续使用；一年内累计发生10次以上的，将被视为逃票行为，纳入个人信用信息系统。
  - 10、乘客使用金融IC卡进出闸，适用于《深圳市城市轨道交通运营管理办法》及《深圳市城市轨道交通票务须知》等相关规定。
- 如您在使用过程中有其它任何疑问，请及时联系车站客服中心或地铁服务热线，我们将竭诚为您服务。


港铁（深圳）服务热线：29276688  
深圳市地铁集团服务热线：88960600

## 地铁乘车码

- 1、深圳市地铁乘车码是具备“地铁票”功能的二维码支付产品，可在深圳市轨道交通范围内所有线路使用。
  - 2、乘客可通过手机在港铁（深圳）live+小程序、深圳地铁官方APP、深圳地铁e出行小程序和微信乘车码小程序注册并开通乘车码功能，开通成功后即可使用乘车码刷码过闸。
  - 3、乘客使用乘车码进出闸，实行“一人一码、一进一出”的使用规则：即乘车码仅限本人单次使用，进、出闸时都须在刷码设备上进行刷码确认。为节省通行时间，乘客到达闸机前，需提前打开乘车码。
  - 4、乘车码采用“先乘车、后扣费”模式，计费规则与单程票计费规则一致，不享受城市轨道交通票价折扣优惠，其它优惠以第三方平台公告为准。
  - 5、乘客使用乘车码进出闸，刷码出闸后，系统会根据乘客实际进出站点信息，直接从绑定的支付账户中扣除乘车费用。如未扣款成功，系统将在后续进行补扣款。因乘客账户余额不足导致扣款异常的，系统将限制该乘车码乘车功能。
  - 6、乘客使用乘车码进出闸，如未遵循“一进一出”的使用规则，导致30天内累计发生3次以上记录缺失，系统将限制该乘车码乘车功能，乘客需补缴票款后方可继续使用；一年内累计发生10次以上的，将被视为逃票行为，纳入个人信用信息系统。
  - 7、乘客使用乘车码进出闸，如发生刷码后闸门未开、闸门被他人误用和手机故障等异常情况，请立即至车站客服中心处理。对扣费有异议的，乘客可在扣费后5日内联系车站客服中心或地铁服务热线。
  - 8、乘客使用乘车码乘车需领取发票的，可在扣费完成后打开港铁（深圳）live+小程序、深圳地铁官方APP或微信乘车码小程序自行开具电子发票。
  - 9、为保障乘客资金安全，防止他人盗刷，乘客使用乘车码乘坐地铁时，每日免密乘车次数为10次，当天乘车免密支付达到10次后，需要手动输入支付密码，方可继续乘车。
  - 10、乘客使用乘车码进出闸，适用于《深圳市城市轨道交通运营管理办法》及《深圳市城市轨道交通票务须知》等相关规定。
- 如您在使用过程中有其它任何疑问，请及时联系车站客服中心或地铁服务热线，我们将竭诚为您服务。




港铁（深圳）服务热线：29276688  
深圳市地铁集团服务热线：88960600

## 全国交通一卡通

- 1、全国交通一卡通，是卡面印有“交通联合”标识，可在全国多个城市乘坐轨道交通的互联互通卡，分为深圳市发行和异地城市发行两种类型。
  - 2、全国交通一卡通采用非实名制，不记名，不挂失。
  - 3、乘客持全国交通一卡通可乘坐深圳市轨道交通范围内所有线路（11号线商务车厢暂时不支持），且须在地铁车站专用闸机刷卡过闸。
  - 4、乘客使用全国交通一卡通进出闸时，实行“一人一卡、一进一出”的使用规则，即乘客须用同一张卡进出闸机，不可一卡多人使用。黑名单卡等无效卡将无法使用。
  - 5、乘客持异地发行的全国交通一卡通乘坐深圳市轨道交通时，暂不享受票价折扣优惠。目前暂不提供异地发行的全国交通一卡通的售卡、充值、退/换卡服务。
  - 6、乘客持深圳市发行的全国交通一卡通乘坐深圳市轨道交通时，相关使用规则及票务政策等同于深圳通卡。
  - 7、乘客使用全国交通一卡通在深圳市轨道交通车站进出闸，如发生刷卡后闸门未开、闸门被他人误用等异常情况，请立即前往车站客服中心处理。如对扣费有异议，可在扣费后5日内联系车站客服中心或地铁服务热线咨询。
  - 8、如乘客所持的全国交通一卡通存在异地不完整交易时，须在不完整交易发生地处理后，方可继续使用。深圳市暂不提供异地不完整交易的客服处理。
  - 9、乘客使用全国交通一卡通乘车需领取发票的，请在购卡或充值时一次性领取等额发票，后续乘坐深圳市轨道交通不再重复提供发票。
  - 10、乘客使用全国交通一卡通进出闸，适用于《交通一卡通运营服务质量管理办法（试行）》、《深圳市城市轨道交通运营管理办法》及《深圳市城市轨道交通票务须知》等相关规定。
- 如您在使用过程中有其他任何疑问，请及时联系车站客服中心、地铁服务热线、深圳通服务热线，我们将竭诚为您服务。

港铁（深圳）服务热线：29276688  
深圳市地铁集团服务热线：88960600  
深圳通服务热线：86699000

## Financial Integrated Circuit (IC) Card

1. The Financial IC Card mentioned in this notice includes: all chip cards issued by banks marked with UnionPay  and QuickPass(  or  ), including debit cards and credit cards; or mobile device carrying Financial IC Card information (such as mobile phone Pay and wearable device, etc. ).
  2. Passengers using Financial IC Card can take all the lines of Shenzhen rail transit (except the business carriage of Line 11) through the designated gates in metro stations.
  3. Fare charging rule of Financial IC Card in rail transit is the same as that for single journey ticket without fare discount. Other applicable discount is subject to the third party announcements.
  4. Fare charge through Financial IC Cards is pre-authorized. Passengers should ensure that the account balance or residual credit is no lower than the maximum single journey fare of the whole network. In case of any charge failure due to insufficient account balance or residual credit, the system will restrict the passenger's ride.
  5. When using Financial IC Card, passengers have to follow the rule of "one card per passenger, one entry and one exit". A passenger has to use the same card to enter and exit when passing through the gates, and the same card cannot be used by several passengers in the same trip. Blacklisted or other invalid cards cannot be used.
  6. After exiting by Financial IC Card, the system will charge the fare from the account according to the entering and leaving information. In case of charge failure, the system will make a supplementary deduction in the near future.
  7. When a passenger experiences abnormality in using Financial IC Card, such as gate not opening after card reading for entry, other passenger passing the opened gate by mistake, mobile phone powering off, mobile phone malfunction and etc., the passenger shall contact the station customer service center for processing immediately. For any disputes on fare charge, passengers can contact the station customer service center or the metro service hotline for consultation or processing within 5 days after the fare charge.
  8. Passengers using Financial IC Cards can collect the equivalent invoices for the journey fare at the station customer service center by presenting the riding information before exiting.
  9. Passenger not following the "one card per passenger, one entry and one exit" rule and causing missing of riding information more than 3 times within 30 days will be restricted by the system to ride with this card. This card can only be used after the passenger makes up the payment. Passenger causing missing of riding information 10 times or more within one year will be deemed as conducting fare evasion and be reported to the personal credit information system.
  10. Passengers riding metro with Financial IC Cards shall observe the relevant rules and regulations including Operations Administration Rules of Shenzhen Urban Rail Transit and Ticket and Fare Rules of Shenzhen Urban Rail Transit.
- In case of any questions when using the card, please contact the station customer service center or the metro service hotline in time. We will, as always, be sincerely at your service.


MTR(Shenzhen) Hotline: 29276688  
Shenzhen Metro Group Hotline: 88960600

## Metro Ticket QR Code

1. Shenzhen Metro Ticket QR Code on the users' smart phones is a payment method that serves the function of "Metro Ticket". It can be used on all existing rail lines in Shenzhen.
  2. Passengers can register an account through a smart phone at MTR(SZ)live+ Mini Program, the official Shenzhen Metro App, Shenzhen Metro E-Travel Mini Program or Wechat Mini Program and activate the account's ticket function. Passengers can have the account generate the ticket QR code and have the ticket gate code readers scan the code for metro riding.
  3. The ticket QR code shall be used under the "one code per passenger" rule. For each trip, the code shall be scanned by the reader on the ticket gate, "one entry scan and one leave scan". The passengers should have the code generated before approaching the gates to expedite passing.
  4. The ticket QR Code will charge the fare upon passenger's leaving. The fare policy is the same as that for single journey trips and no discount will be applied. Passengers may refer to announcements by other third party service providers for other applicable discount.
  5. After passengers complete scanning process for both entry and leave, fare will be charged from the registered payment account according to the actual entry and leave station information. If a fare charge failure occurs, a further attempt will be made later. If the failure or other abnormality is caused by insufficient account balance, the user account shall be stopped for future metro riding.
  6. When a passenger fails to observe the rule of "one entry scan and one leave scan" of the ticket QR code, resulting in three times or more of scan information missing in 30 days, the user account shall be stopped for future metro riding until the passenger makes up the payment. If such scan information missing happens for ten times or more in a year, the passenger shall be deemed as a fare evader and be reported to the personal credit information system.
  7. When a passenger experience abnormality in the process of using ticket QR code, such as gate not opening after entry scan, other passenger passing the opened gate by mistake and smart phone failure, the passenger shall handle the abnormality at the station customer service center at once. If a passenger has dispute on the fare charge, the passenger may contact the station customer service center or metro hotline within 5 days after the fare charge.
  8. The passengers using ticket QR code can log onto MTR(SZ)live+ Mini Program, the official Shenzhen Metro App or Wechat Mini Program to download electronic invoices after paying the fare.
  9. For the purpose of passenger's account safety and prevention of account abuse, a ticket QR code account will allow no more than ten password-waived trips each day. For further metro trips in the day, manual input of password will be requested.
  10. Passengers riding metro with ticket QR Code will observe the same travelling rules and regulations as other passengers, including the Administration Rules of Shenzhen Urban Metro Operations and Shenzhen Urban Metro Ticket and Fare Rules.
- For any further questions, please contact staffs at the station customer service centers or call the metro hotlines.

MTR(Shenzhen) Hotline: 29276688  
Shenzhen Metro Group Hotline: 88960600

## China T-union Card

1. China T-union is an integrated traffic card system for rail transit in multiple cities across China with "China T-union"  logo on the card. It is parallelly issued in Shenzhen and other cities.
  2. China T-union adopts non-real-name system, with no registration and no loss report.
  3. Passengers holding China T-union can take all lines within Shenzhen rail transit (excluding business class carriage of Line 11 for the time being), and must use the card at the designated gates to pass through.
  4. Passengers must follow the rule of "one card per passenger, one entry and one exit" when using China T-union. Passenger must use the same card to enter and exit when passing through the gate and the same card shall not be used by more than one passenger. Blacklisted cards or other invalid ones are not useable.
  5. Passengers holding China T-union issued in other cities cannot enjoy fare discount in Shenzhen for the time being. Selling, value-adding, card refund/ replacement services are not provided yet for those not issued in Shenzhen.
  6. Passengers holding China T-union issued in Shenzhen shall follow the same rules and fare policies as those for Shenzhen Tong.
  7. When a passenger experiences abnormality in using China T-union, such as the gate not opening after China T-union reading or other passenger passing the opened gate by mistake, the passenger shall immediately contact the station customer service center for assistance. For any disputes on fare charge, the passenger may contact the station customer service center or the metro service hotline within 5 days after the fare charge.
  8. In the event of any incomplete transactions, the China T-union shall be processed at the place where incomplete transaction occurs before further use. Shenzhen does not provide long distance service for processing incomplete transactions yet.
  9. Passengers requesting the invoice can collect the equivalent invoice for the purchase amount at card purchase or value-added amount at card value adding. The invoice will not be provided afterwards for metro riding fare.
  10. Passengers riding metro with China T-union shall observe relevant rules and regulations including China T-union Operation Service Quality Administration Measures(trial), Operations Administration Rules of Shenzhen Urban Rail Transit and Ticket and Fare Rules of Shenzhen Urban Rail Transit.
- Any questions regarding the use of the card please contact the Customer Service Center, Metro Service Hotline or Shenzhen Tong Service Hotline. We will always be at your service.

MTR(Shenzhen) Hotline: 29276688  
Shenzhen Metro Group Hotline: 88960600  
Shenzhen Tong Hotline: 86699000

