A guide to Metrocard:
Understanding your balance and transaction history online

Take a moment to familiarise yourself with the following information when viewing your balance and transaction history via your Metrocard website account.

Transaction History
Transaction history contains validation and recharge details. Transactions may take up to 24-48 hours to appear.

Metrocard balance
Your Metrocard balance is updated online periodically during the day.

Hide/Show History
When managing your selected card, click 'Show History' to display the last 10 transactions.

Operation
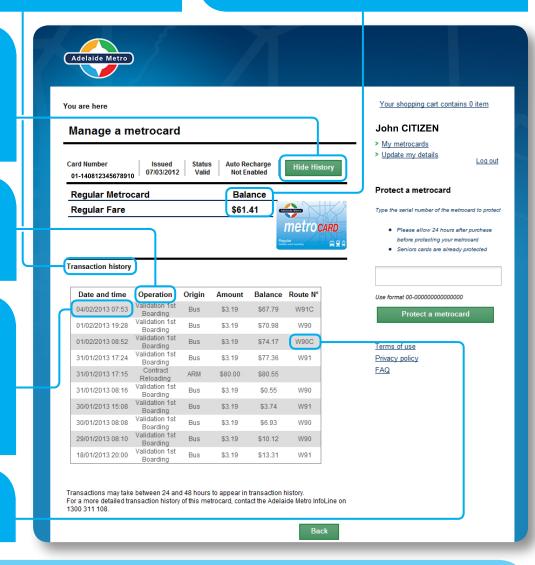There are different types of transaction operations. See glossary below.

Date and time
Your most recent recorded trip is shown first.
Important: There may be 24 to 48 hours delay in the processing of the transaction history to appear.

Route Number
This shows which service you boarded.

Adelaide Metro

You are here

Manage a metrocard

Card Number	Issued	Status	Auto Recharge	
01-140812345678910	07/03/2012	Valid	Not Enabled	Hide History

Regular Metrocard	Balance
Regular Fare	$61.41

metroCARD
Regular

Transaction history

Date and time	Operation	Origin	Amount	Balance	Route N°
04/02/2013 07:53	Validation 1st Boarding	Bus	$3.19	$67.79	W91C
01/02/2013 19:28	Validation 1st Boarding	Bus	$3.19	$70.98	W90
01/02/2013 08:52	Validation 1st Boarding	Bus	$3.19	$74.17	W90C
31/01/2013 17:24	Validation 1st Boarding	Bus	$3.19	$77.36	W91
31/01/2013 17:15	Contract Reloading	ARM	$80.00	$80.55	
31/01/2013 08:16	Validation 1st Boarding	Bus	$3.19	$0.55	W90
30/01/2013 15:08	Validation 1st Boarding	Bus	$3.19	$3.74	W91
30/01/2013 08:08	Validation 1st Boarding	Bus	$3.19	$6.93	W90
29/01/2013 08:10	Validation 1st Boarding	Bus	$3.19	$10.12	W90
18/01/2013 20:00	Validation 1st Boarding	Bus	$3.19	$13.31	W91

Transactions may take between 24 and 48 hours to appear in transaction history. For a more detailed transaction history of this metrocard, contact the Adelaide Metro InfoLine on 1300 311 108.

Back

Your shopping cart contains 0 item

John CITIZEN

> My metrocards
> Update my details

Log out

Protect a metrocard

Type the serial number of the metrocard to protect

- Please allow 24 hours after purchase before protecting your metrocard
- Seniors cards are already protected

Use format 00-000000000000000

Protect a metrocard

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FAQ

Glossary of common transaction types
Contract Reloading - When you add value to your Metrocard at an on/off board recharge machine.

Contract Loading Request - When you add value to your Metrocard online or via the Adelaide Metro InfoLine. When you next validate the value is downloaded to your card.

Remote Contract Reloading - The value added to your Metrocard when you validate after recharging your Metrocard online or via the Adelaide Metro InfoLine.

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adelaidemetro.com.au
Adelaide Metro InfoLine
Call 1300 311 108

Government of South Australia

Adelaide Metro