


"Loople Sendai" contactless payment methods Q&A

番号	Q	A
1	What types of credit card can be used?	<p>As of October 2024, the following types of credit card are accepted.            Visa, JCB, American Express, Diners Club, Discover, UnionPay            Please note that you will need a card with contactless payment symbol.</p> 
2	The payment was not processed due to insufficient funds on my prepaid credit card. What should I do?	<p>In general, we will reattempt to process your payment several times within one to two weeks.            There is no need to contact the Transportation Bureau, so please put cash on your card promptly and wait for the process to be completed.</p>
3	I can use my card at other stores, but not on Loople Sendai.	<p>Your card may still remain registered on the system's blacklist.            The procedures to remove your card from the blacklist can only be done by the transport operator, so please inquire with the driver.</p>
4	The payment date is different from the boarding date.	<p>This varies on your credit card type.            The payment date will either be on the same day as or the day after the boarding date.</p>
5	There is no contactless payment symbol on my credit card. Can I change it to a card that can be used?	<p>After your current card expires, you may receive a replacement card that can be used for contactless payments.            For details, please contact the company listed on the back side of your card.</p>
6	I cannot carry a credit card for various reasons. Are there any other ways I can use contactless payments?	<p>There are also debit cards and prepaid cards that are equipped with contactless payment functions.            For details, please contact your card company.</p>
7	Can I use QuickPay (iD, etc.)?	<p>No, QuickPay cannot be used.            *Only contactless payment services provided by international companies such as VISA and JCB are accepted.</p>
8	I (might) have made a duplicate payment by mistake.	<p>Please contact the Planning and Finance Section of Transportation Bureau.            We will check your usage history and respond as required.            When you contact us, we will ask you about:</p> <ul style="list-style-type: none"> <li>· Your name and phone number</li> <li>· Date and time of boarding, and bus stops you got on/ off (to the best of your knowledge)</li> <li>· Payment amount</li> <li>· First 6 digits and last 4 digits of the card</li> <li>· Circumstances at the time of payment.</li> </ul> <p>Please have your card ready when you contact us.            Planning and Finance Section of Transportation Bureau 022-712-8313</p>
9	What happens after I inquire at the Planning and Finance Section of Transportation Bureau about the possibility of a duplicate payment?	<p>Although it may vary depending on the timing of your inquiry and the payment method, we will respond with one of the following:</p> <ul style="list-style-type: none"> <li>· Cancel the payment</li> <li>· Refund</li> </ul> <p>Please note that it may take several days to check the payment status, etc.</p>
10	Can I pay using a card that does not have the contactless payment symbol?	<p>You can use Apple Pay or Google Pay by linking your card to your smartphone or other payment devices.            However, even if you link your card as above, there are some devices that cannot be used on Loople Sendai.            Please contact your card company or smartphone company to find out whether your smartphone supports contactless payments for boarding on public transportation.</p>

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11	How will this payment appear on my credit card statement?	It will vary depending on the card issuer, but it will likely be displayed as "ル-7 ルンダ イ".
12	How do I link a credit card to my smartphone?	This will vary depending on the smartphone you use. Please check with your smartphone company.
13	Do I need to register in advance to use my card with Loople Sendai?	No prior registration is required. You can get on and off by simply tapping your card.
14	Do I need to put money on my credit card to use contactless payment?	You do not need to put cash on your credit or debit card, but you will need to have sufficient funds in your account to cover the withdrawal amount. Prepaid cards must contain more than the amount you wish to use.
15	What if I do not have a credit card?	In addition to credit cards, some debit cards and prepaid cards from the accepted card types can be used.
16	Can I use my card to make other purchases online during my bus journey?	You can use the same credit card you used to board for other online payments, even during your bus journey.
17	When will the fare be deducted from my account?	The date the deduction is made will vary depending on the credit card you have signed up with, but for debit cards and prepaid cards it will generally be the next day, and for credit cards it will be the following month or the month after depending on the date of use. For details, please contact your card company. All fares paid for that day will be added together and billed as one item. For details, please contact your card company.
18	Why did I receive a usage notification (statement, email, etc.) for a day when I did not ride?	The actual date of use may differ from the date of use on the statement, usage notification email, etc. You can check your usage history, etc. from the "My Page" section of the Q-move website ( <a href="https://q-move.info/">https://q-move.info/</a> ) provided by QUADRAC Co., Ltd. *The user is responsible for any data consumption fees incurred when accessing the Q-move website. You will need to register as a member to use this service.
19	If I use my credit card on Loople Sendai, is there a chance of my personal information or card usage history being leaked?	Contactless payments are processed appropriately by the card company and company managing the system in accordance with international credit card security standards. The City of Sendai and the Sendai City Transportation Bureau do not collect personal information, including card numbers, of customers who use the contactless payment service; We only collect the usage history related to the ride.
20	Can I check my usage history?	Your contactless payment usage history can be confirmed 24 hours a day online. (In order to use this service, you must register on the following website.) <a href="https://q-move.info/">https://q-move.info/</a>
21	What is the "system for the waiving of fares above the upper limit"?	This is a system that sets a daily upper limit for bus fares. Once a customer has reached the upper limit for the day, fares for following trips are waived. The maximum daily fare is 630 yen for adults and 320 yen for children. <Notes on the system for the waiving of fares> ① This system only applies for those who pay using the same card number and the same card or device for all their trips in one day. (For example, even if the card number is the same, contactless payments with a credit card and contactless payments with a smartphone will not be calculated together because they are different payment methods.) ② For those that making payments for multiple people at once, fares will be waived for one adult and one child only. E.g.) In the case where two adults and two children pay at once when boarding, only one adult and one child will have their fares waived after the upper limit, and the normal fare (260 yen for adults, 130 yen for children) will continue to be applied for the others.
22	If I avail of the system for waiving fares, can I receive discounts at facilities along the bus route as I would with a one-day pass?	No. If you would like to receive the same benefits at facilities along the bus route, please purchase a one-day pass. One-day passes can be purchased in advance online through Sendai MaaS ( <a href="https://sendai-maas.jp/">https://sendai-maas.jp/</a> ).
23	Can I make a single payment using a combination of cash and card?	No. If the balance on your prepaid card, etc., is insufficient, please pay the full amount in cash or by IC card.

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24	<p>Even though I have paid more than the upper limit for bus fares* using contactless payments on the same day, why does the normal fare appear on the contactless payment terminal when I get off the bus?</p> <p>*(630 yen for adults including those eligible for a disability discount; 320 yen for children including those eligible for a disability discount)</p>	<p>This is because the discounts for the "system for the waiving of fares above the upper limit" are processed on the cloud by Q-move. Therefore, only the regular fare will be displayed on the terminal. You can check the status of waived fares on the "My Page" section of the Q-move website (<a href="https://q-move.info/">https://q-move.info/</a>) provided by QUADRAC Co., Ltd. *The user is responsible for any data consumption fees incurred when accessing the Q-move website. You will need to register as a member to use this service.</p>
25	<p>An error message appeared when I got on the train. Does this mean my card cannot be used?</p>	<p>It is possible that the terminal was unable to read your card correctly, so please tap it to the terminal again. You may also be able to use the contactless payment service if you complete the cancellation procedures described in Q3. Please inform the driver when you get off the bus. If the problem persists even after you have completed the cancellation procedures, there may be another cause (which the driver will not be able to determine). In this case, please contact your card company.</p>
26	<p>I forgot to tap it when I got on.</p>	<p>Please inform the driver when you get off.</p>
27	<p>Can I pay for more than one person with one card?</p>	<p>Yes. Please inform the driver before making the payment when you get off the bus. However, please note that the upper limit system for waiving fares applies only for those who pay using the same card number and the same card or device, and fares will be waived for one adult and one child only.</p>
28	<p>Can I pay the child fare?</p>	<p>Yes. Please inform the driver before paying when you get off the bus.</p>
29	<p>Can I pay reduced disability fares?</p>	<p>Yes. When you get off the bus, please present your disability certificate and let the driver know before making the payment.</p>
30	<p>Can I use the card while it is in my phone case or wallet?</p>	<p>As cards must be brought close to the receiver for it to react, there is a chance your card may not be read correctly, but generally you can pay with your card even when it is in a case. However, if there are other credit cards nearby (in the same case, for example), an error may occur due to interference.</p>
31	<p>What should I do if an error message appears on the terminal before I tap my card when getting on the bus?</p>	<p>Please wait a moment before tapping your card. If the error message is displayed due to a previous passenger, the message should disappear within a few seconds. If the error is due to an equipment malfunction (the error message does not disappear), please check with the driver when you get off. The driver will help you make your payment if possible. If you cannot complete your card payment due to a malfunction, you will be asked to pay in cash or with a public transport IC card. We appreciate your understanding.</p>
32	<p>Are there visual or audio cues for payments when boarding/departing?</p>	<p>When your card is read successfully, a green light will be displayed. To ensure your payment is accurately processed, please keep your card or device close to the terminal for one second or longer. Furthermore, if you try to tap your card again after it was successfully read for boarding, an error message will appear, but you will still be able to get off the bus without any problems.</p>
33	<p>After tapping the card when boarding, I accidentally paid the fare in cash. Will this have any impact on using the Loople Sendai service?</p>	<p>Please speak to a bus driver</p>
34	<p>Can I use contactless payments on all Loople Sendai vehicles? Can I also use it on city buses and subways?</p>	<p>Contactless payment is available on all Loople Sendai vehicles. However, this service cannot be used on city buses or subways. Contactless payments cannot be made on large city buses used as temporary buses for the Loople Sendai service.</p>
35	<p>Can I use contactless payments with other transport operators?</p>	<p>Please contact the relevant transport operator.</p>
36	<p>Can I still use IC cards or cash on Loople Sendai after the contactless payment system has been introduced?</p>	<p>Yes.</p>