

Portal address:
<https://bilety.grudziadz.pl>



**MIEJSKI
ZAKŁAD
KOMUNIKACJI**



**URZĄD
MIEJSKI
W GRUDZIĄDZU**



**Fundusze
Europejskie**
Program Regionalny



**Rzeczpospolita
Polska**



Województwo
Kujawsko-Pomorskie

Unia Europejska
Europejski Fundusz
Rozwoju Regionalnego



Login Screen and Portal Navigation

p. 3

News

p. 6

Price List

p. 7

Applications (before logging in)

p. 8

Registration

p. 9

Password Recovery

p.
12

Options after logging in

p.
14

Ticket Purchase

p.
15

Adding a QR Code Carrier

p.
16

Adding City Cards

p.
17

Adding a payment card

p.
18

Purchase History

p.
27

Account Settings

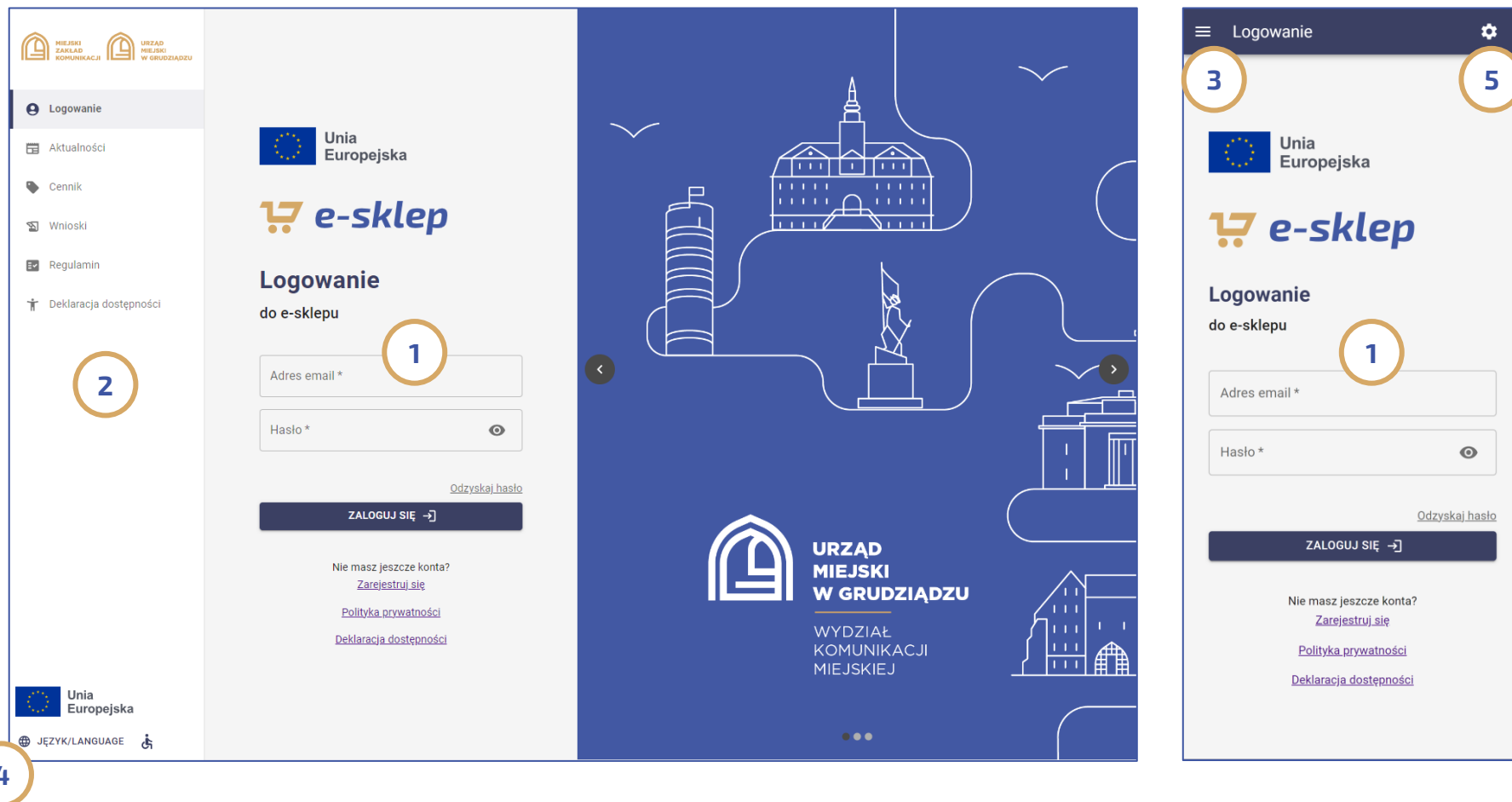
p.
29

Applications (after logging in)

p.
30

Adding Virtual Contactless Payment and Carriers on the Portal

p.
31

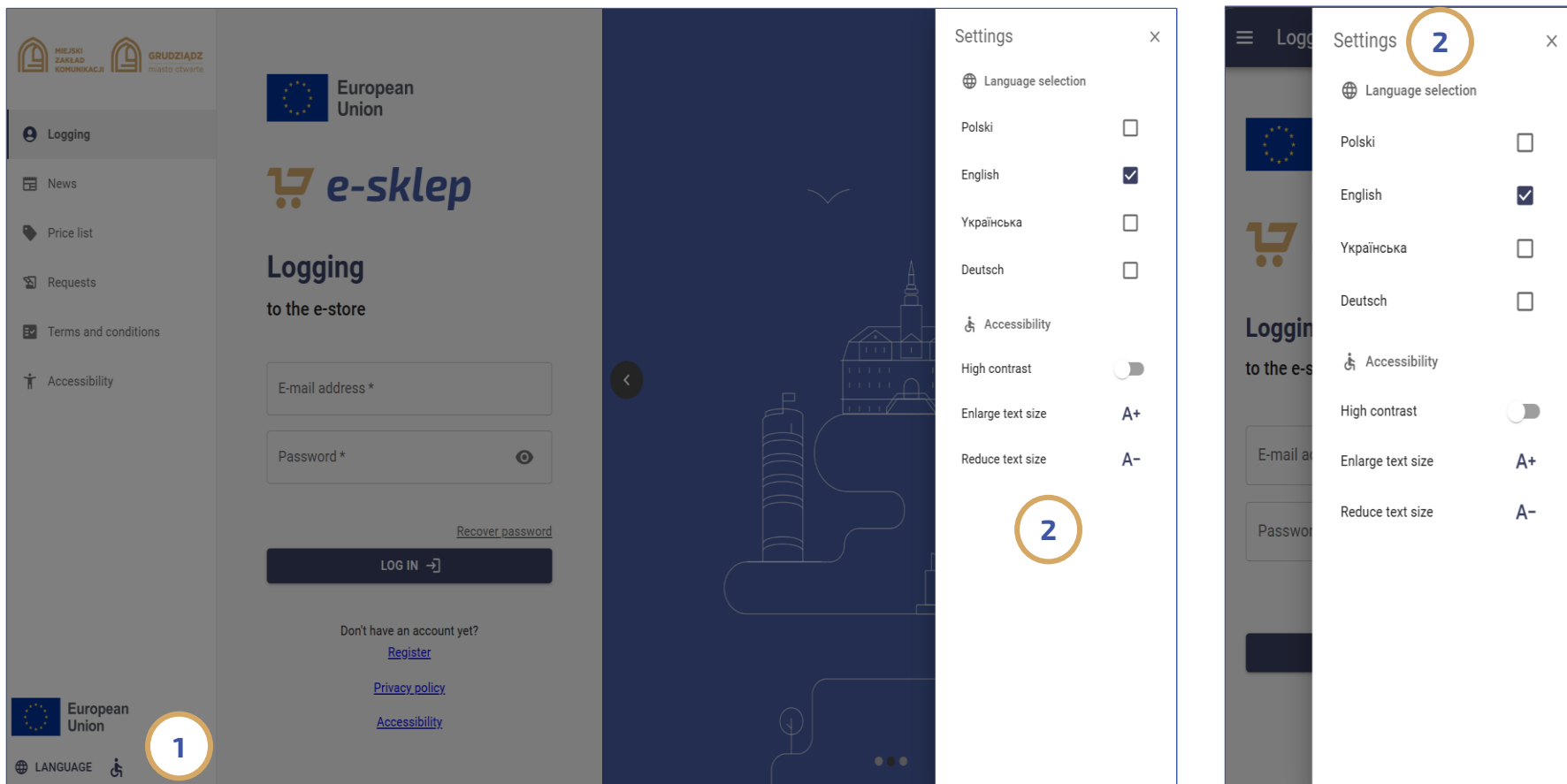


The first view after launching the Grudziądz City Card portal is the login screen (1).

Note: A person already registered in the Grudziądz City Card mobile application can also log in to the portal without any problems using the same login and password.

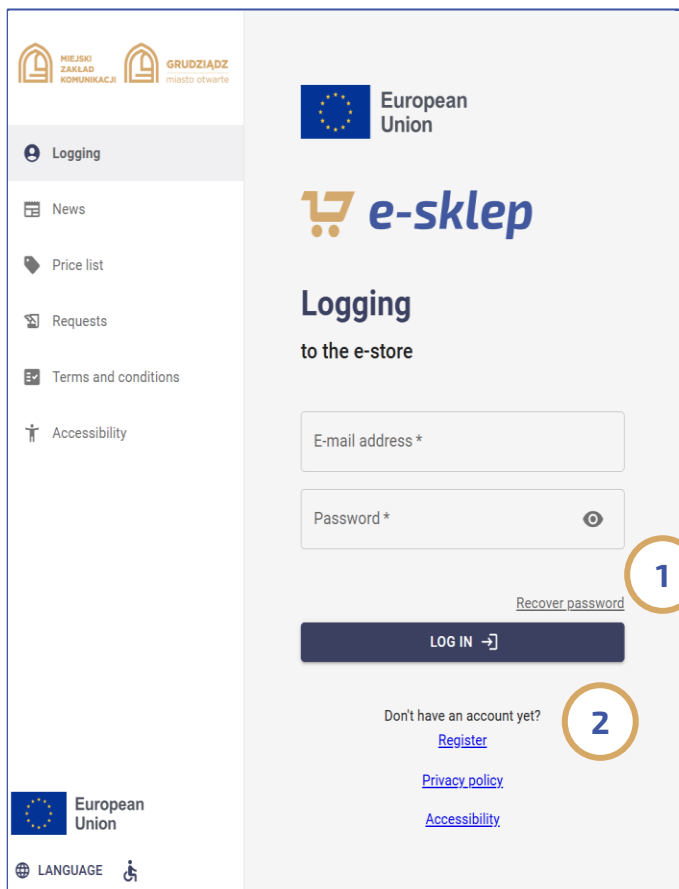
The menu of the portal functions in the desktop version (2) is placed on the left side, and in the case of the mobile version of the portal, it is available after clicking in the upper left corner (3) and contains tabs such as: News, Price List, Applications, Regulations or Accessibility Statement;

Language and accessibility options (4) are located in the lower left corner of the desktop portal, while in the mobile version they can be accessed by clicking on the "cog" icon in the upper right corner of the portal (5).

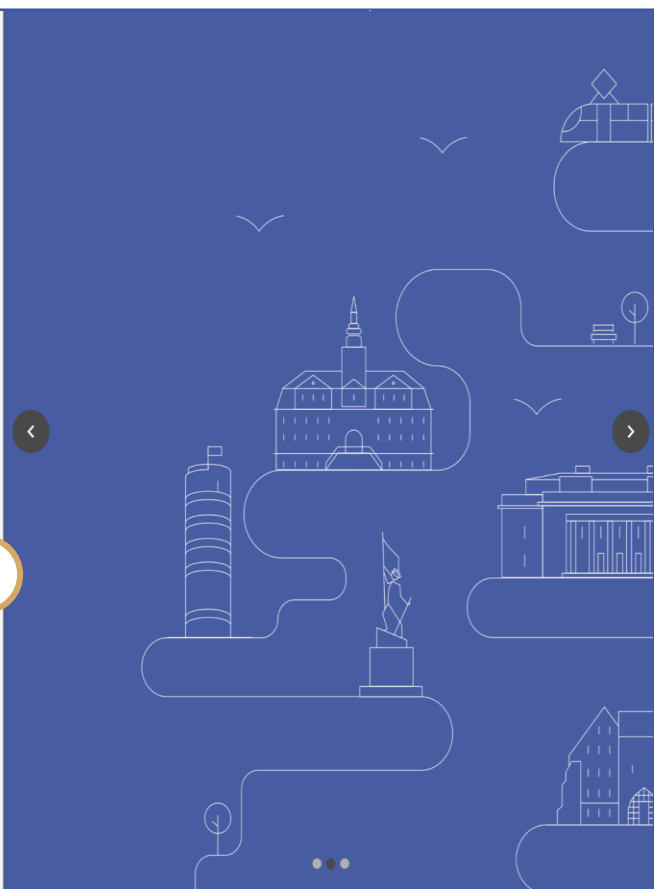


After entering the settings options (1), the passenger has a list of options (2) at his disposal, allowing him to select one of 4 languages, turn on the high contrast function or change the font size.

2



Desktop version of the login screen. The layout includes a left sidebar with navigation links: Logging, News, Price list, Requests, Terms and conditions, and Accessibility. The main content area features the European Union logo, the e-sklep logo, and the title 'Logging to the e-store'. Below this are input fields for 'E-mail address *' and 'Password *', a 'Recover password' link, a 'LOG IN →' button, and a 'Don't have an account yet?' section with links for 'Register', 'Privacy policy', and 'Accessibility'. A large blue decorative panel with white line art of a cityscape is on the right. Numbered callouts: 1 points to the 'Recover password' link, and 2 points to the 'Register' link.



Mobile version of the login screen. The layout is simplified with a top navigation bar containing a menu icon, the text 'Logging', and a settings icon. The main content area includes the European Union logo, the e-sklep logo, and the title 'Logging to the e-store'. Below this are input fields for 'E-mail address *' and 'Password *', a 'Recover password' link, a 'LOG IN →' button, and a 'Don't have an account yet?' section with links for 'Register', 'Privacy policy', and 'Accessibility'. Numbered callouts: 1 points to the 'Recover password' link, and 2 points to the 'Register' link.

The portal in the login screen view also offers the option of recovering the password (1) or the option of registration (2) - this option applies to new users who have not yet registered either on the [https:// bilety.grudziadz.pl/](https://bilety.grudziadz.pl/) portal or in the mobile Grudziądz City Card application.



 Logging

 News

 Price list

 Requests

 Terms and conditions

 Accessibility

News

Aktualności

Manual user

Video instructions

Protest rolników 20 marca - 21 marca 2024

Duration: March 19, 2024 - March 22, 2024

Aktualności

UWAGA W nawiązaniu do wczorajszego komunikatu w sprawie planowanego strajku rolników na terenie Grudziądza oraz związanymi z tym blokadami głównych rond na terenie miasta informujemy, że: Komunikacja miejska będzie funkcjonowała z DUŻYMI UTRUDNIENIAMI, w szczególności dotyczy to linii autobusowych nr 3, 4, 8, 10, 13, 14, 15, 16, 17, 19, 21, 22 w okresie od dnia 20 marca od godz. 7:00 do dnia 21 marca do godziny 17:00 W związku z powyższym trasy przejazdu powyższych linii mogą ulec zmianie i skróceniu w zależności od rozwoju sytuacji. Linie autobusowe 12 oraz 18 powinny funkcjonować bez większych zakłóceń, poza momentami przejazdu protestujących na miejsce blokad. Linia tramwajowa T2 powinna funkcjonować bez większych zakłóceń, poza momentami przejazdu protestujących na miejsce blokad. Informujemy, że wydarzenie ma charakter ogólnopolski, a nasze miasto nie jest w żaden sposób powiązane z jego organizacją.

EXPAND

20.02 - 20.03.2024 protest rolników - utrudnienia w funkcjonowaniu komunikacji miejskiej.

Duration: February 19, 2024 - March 20, 2024

Aktualności

⚠ UWAGA ⚠ Jak informuje Wydział Zarządzania Kryzysowego na dzień jutrzejszy, tj. 20 lutego, zaplanowany jest kolejny protest rolników. Przebieg protestu będzie podobny jak ostatnio i polegać będzie na przejeździe przez miasto kolumn ciągników. W związku ze zmianą czasu trwania protestu informujemy: ● We wtorek (20 lutego), w godzinach od 12:00 do 18:00 wystąpią utrudnienia w kursowaniu komunikacji miejskiej na obszarze całego miasta, ● Środa (21 lutego) w godzinach 07:00 do 13:00 wystąpią utrudnienia w kursowaniu komunikacji miejskiej na obszarze całego miasta, ● W kolejnych dniach, aż do dnia zakończenia protestu, zgodnie z informacją uzyskaną od organizatora, protestujący będą wyjeżdżać na teren miasta z punktów zbiorczych cyklicznie. W tych dniach także wystąpią utrudnienia w funkcjonowaniu komunikacji miejskiej. ● O prawidłowy przebieg protestu dba organizator przy udziale Komenda Miejska Policji w Grudziądzu. 🚒

👤 Odpowiednie informacje pojawiają się na tablicach informacji pasażerskiej oraz w aplikacjach i naszych stronach internetowych. 🗨 Informujemy, że wydarzenie ma charakter ogólnopolski, a nasze miasto nie jest w żaden sposób powiązane z jego organizacją.

EXPAND

 News

1



Aktualności

Manual user

Video instructions

Protest rolników 20 marca - 21 marca 2024

Duration: March 19, 2024 - March 22, 2024

Aktualności

UWAGA W nawiązaniu do wczorajszego komunikatu w sprawie planowanego strajku rolników na terenie Grudziądza oraz związanymi z tym blokadami głównych rond na terenie miasta informujemy, że: Komunikacja miejska będzie funkcjonowała z DUŻYMI UTRUDNIENIAMI, w szczególności dotyczy to linii autobusowych nr 3, 4, 8, 10, 13, 14, 15, 16, 17, 19, 21, 22 w okresie od dnia 20 marca od godz. 7:00 do dnia 21 marca do godziny 17:00 W związku z powyższym trasy przejazdu powyższych linii mogą ulec zmianie i skróceniu w zależności od rozwoju sytuacji. Linie autobusowe 12 oraz 18 powinny funkcjonować bez większych zakłóceń, poza momentami przejazdu protestujących na miejsce blokad. Linia tramwajowa T2 powinna funkcjonować bez większych zakłóceń, poza momentami przejazdu protestujących na miejsce blokad. Informujemy, że wydarzenie ma charakter ogólnopolski, a nasze miasto nie jest w żaden sposób powiązane z jego organizacją.

EXPAND

One of the options both in the public area and after logging in is the **News tab (1)** which presents all information regarding the operation of the system and the functioning of KM in Grudziądz.




[Logging](#)
[News](#)
[Price list](#)
[Requests](#)
[Terms and conditions](#)
[Accessibility](#)

1

Kind of ticket	Ticket type	Price
30-day (Monday to Friday) Reduced (75%)	30- and 90-day tickets Multi-pass	21.00 PLN
30-day Reduced (75%)	30- and 90-day tickets Multi-pass	24.50 PLN
30-day (Monday to Friday) Reduced (50%)	30- and 90-day tickets Multi-pass	42.00 PLN
30-day Reduced (50%)	30- and 90-day tickets Multi-pass	49.00 PLN
30-day (Monday to Friday) Normal	30- and 90-day tickets Multi-pass	84.00 PLN
30-day Normal	30- and 90-day tickets Multi-pass	98.00 PLN
30-day bearer Normal	30- and 90-day tickets Multi-pass	112.00 PLN
90-day (Monday to Friday) Reduced (50%)	30- and 90-day tickets Multi-pass	112.00 PLN
90-day Reduced (50%)	30- and 90-day tickets Multi-pass	133.00 PLN
90-day (Monday to Friday) Normal	30- and 90-day tickets Multi-pass	224.00 PLN
90-day Normal	30- and 90-day tickets Multi-pass	266.00 PLN


[European Union](#)

[LANGUAGE](#)


[Price list](#)

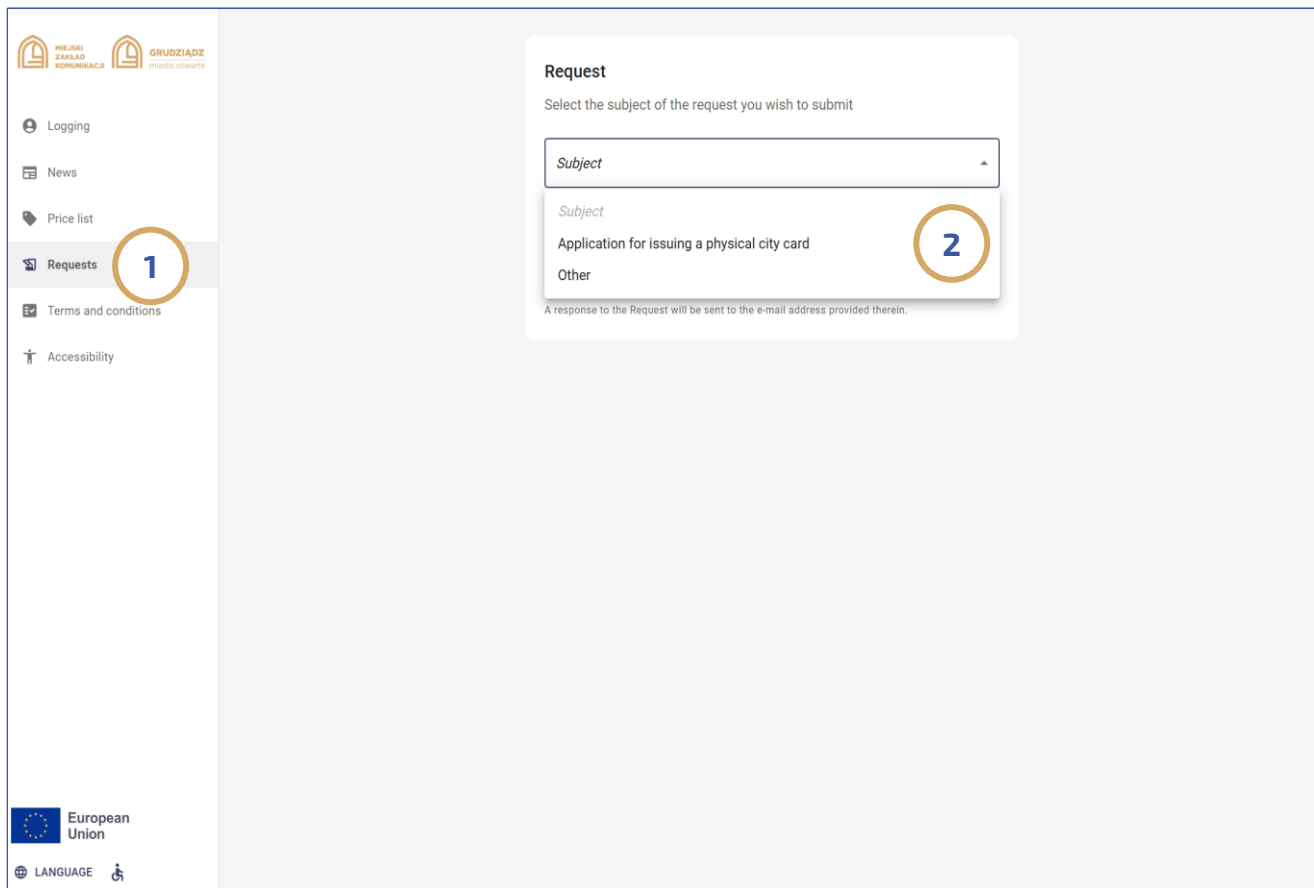
1



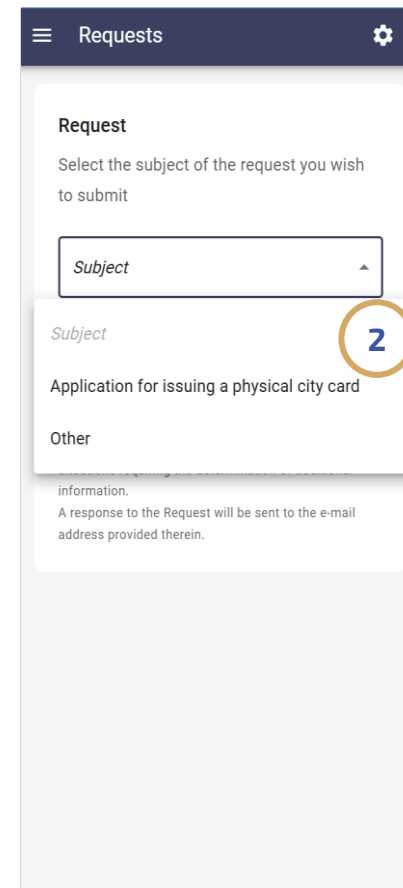
Search...

Kind of ticket	Ticket type	Price
30-day (Monday to Friday) Reduced (75%)	30- and 90-day tickets Multi-pass	21.00 PLN
30-day Reduced (75%)	30- and 90-day tickets Multi-pass	24.50 PLN
30-day (Monday to Friday) Reduced (50%)	30- and 90-day tickets Multi-pass	42.00 PLN
30-day Reduced (50%)	30- and 90-day tickets Multi-pass	49.00 PLN
30-day (Monday to Friday) Normal	30- and 90-day tickets Multi-pass	84.00 PLN
30-day Normal	30- and 90-day tickets Multi-pass	98.00 PLN
30-day bearer Normal	30- and 90-day tickets Multi-pass	112.00 PLN

The next tab is the **Price List (1)** containing information about all tickets that can be purchased via the portal.



The screenshot shows the home page of the e-sklep portal. On the left is a vertical navigation menu with icons and text for 'Logging', 'News', 'Price list', 'Requests' (highlighted with a blue circle and the number 1), 'Terms and conditions', and 'Accessibility'. At the top of the main content area, there are logos for 'MIĘDZYGOSPODARSTWO KOMUNIKACYJNE' and 'GRUDZIĄDZ miasto otwarte'. Below these is a 'Request' form with the instruction 'Select the subject of the request you wish to submit'. The form has a dropdown menu labeled 'Subject' with a blue circle and the number 2 next to it. The dropdown options are 'Application for issuing a physical city card' and 'Other'. Below the dropdown, a small note states: 'A response to the Request will be sent to the e-mail address provided therein.' At the bottom left, there is a 'European Union' logo and a 'LANGUAGE' selector with a person icon.

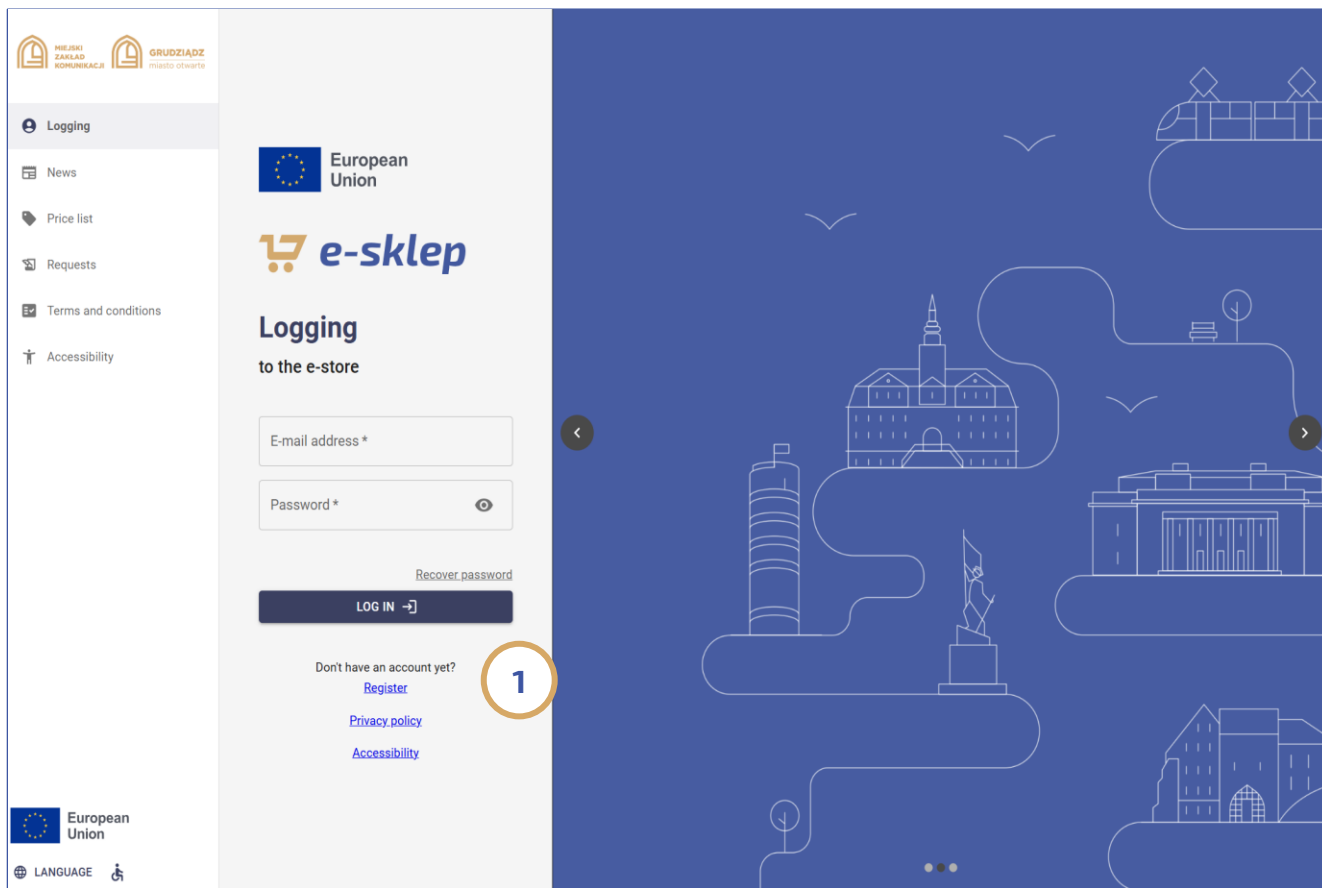
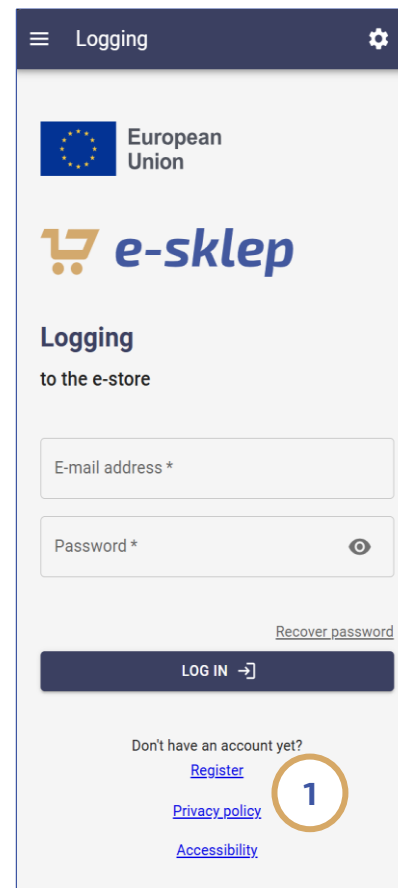


The screenshot shows the 'Requests' page of the e-sklep portal. The page has a dark blue header with a hamburger menu icon, the text 'Requests', and a settings gear icon. The main content area is titled 'Request' with the instruction 'Select the subject of the request you wish to submit'. Below this is a dropdown menu labeled 'Subject' with a blue circle and the number 2 next to it. The dropdown options are 'Application for issuing a physical city card' and 'Other'. Below the dropdown, a small note states: 'A response to the Request will be sent to the e-mail address provided therein.'

The portal, in the part that does not require logging in, also offers access to publicly available electronic **Applications** (1).

In this part of the portal, the passenger has access to only two types of applications (2):

- Applications for the issuance of a physical city card;
- "Other" applications (e.g. complaints or comments regarding the operation of public transport).

To register, click the "register" link (1) on the login screen and then complete and confirm the registration form displayed.

2


MIEJSKI ZAKŁAD KOMUNIKACJI


GRUDZIĄDZ
miasto otwarte

 Logging

 News

 Price list

 Requests

 Terms and conditions

 Accessibility

[Go back](#)

Registration

Register on the e-store of Miejski Zakład Komunikacyjny w Grudziądzu Sp. z o.o. After logging in, you will be able to buy a ticket or view your transaction history.

E-mail address *

Phone number

Password *

Repeated password *

☐ Acceptance of privacy policy

REGISTER




Logging



[Go back](#)

Registration

Register on the e-store of Miejski Zakład Komunikacyjny w Grudziądzu Sp. z o.o. After logging in, you will be able to buy a ticket or view your transaction history.

E-mail address *

Phone number

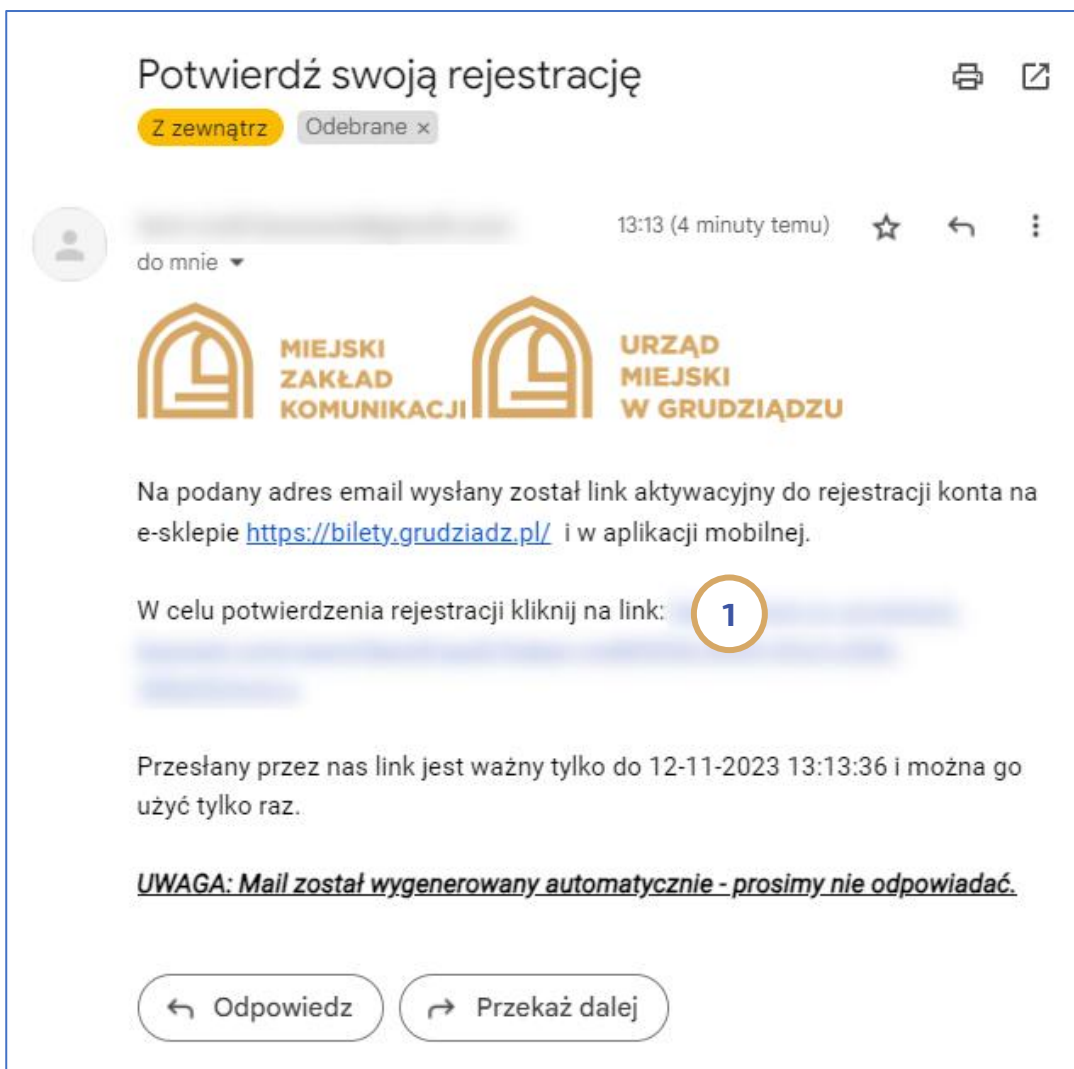
Password *

Repeated password *

☐ Acceptance of privacy policy

REGISTER

After completing and confirming the form (1), the passenger should, in the next step, confirm the link received at the e-mail address provided during registration.



To confirm your registration, click the link (1) in the email you received. A message confirming successful registration will appear on the portal.

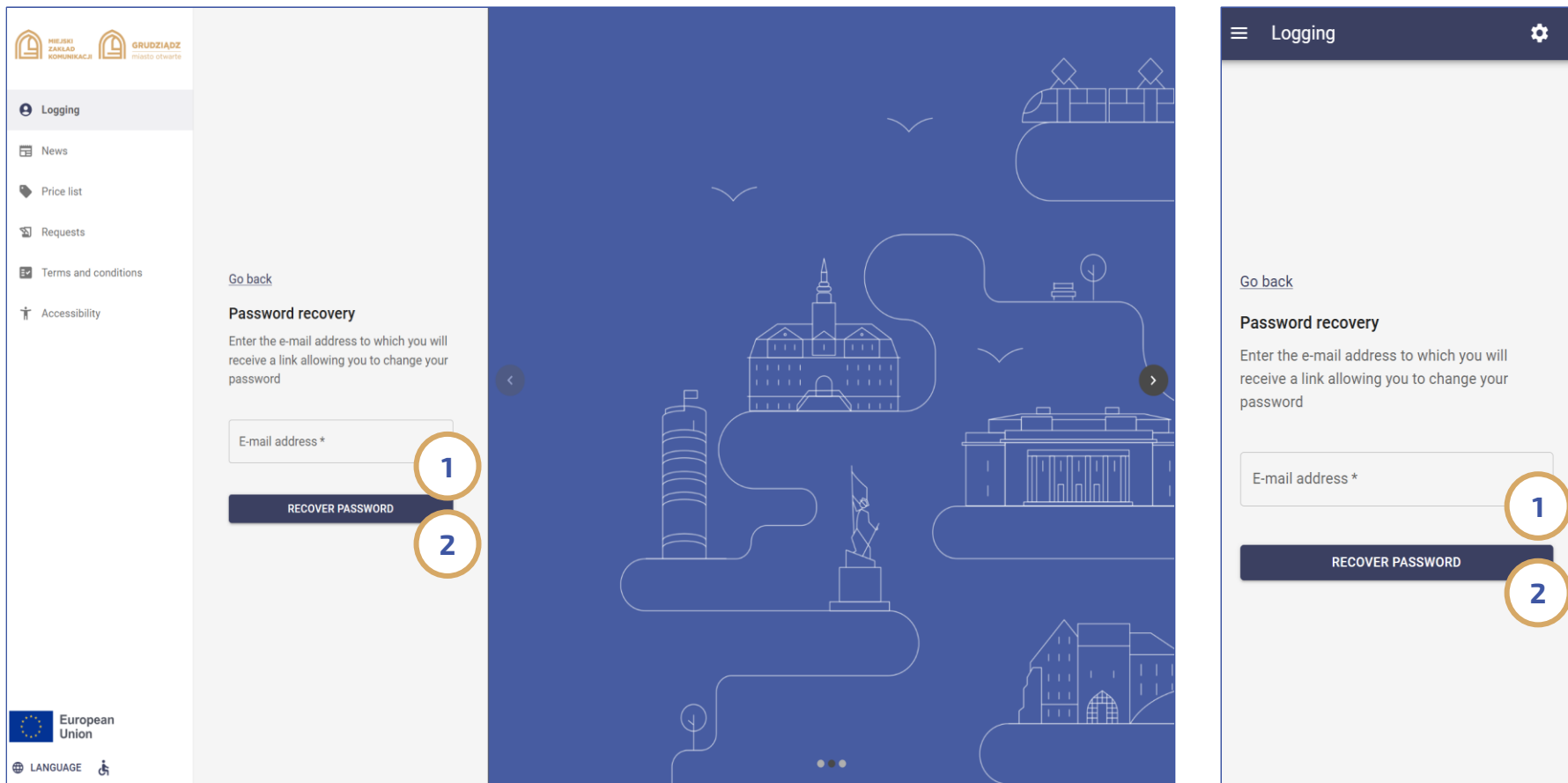
A confirmation email will also be sent to the email address you provided during registration.

Note 1:

The registration confirmation link (1) is only valid for 24 hours from the time of registration

Note 2:

Portal login details can also be used to log in to the mobile application Grudziądz City Card

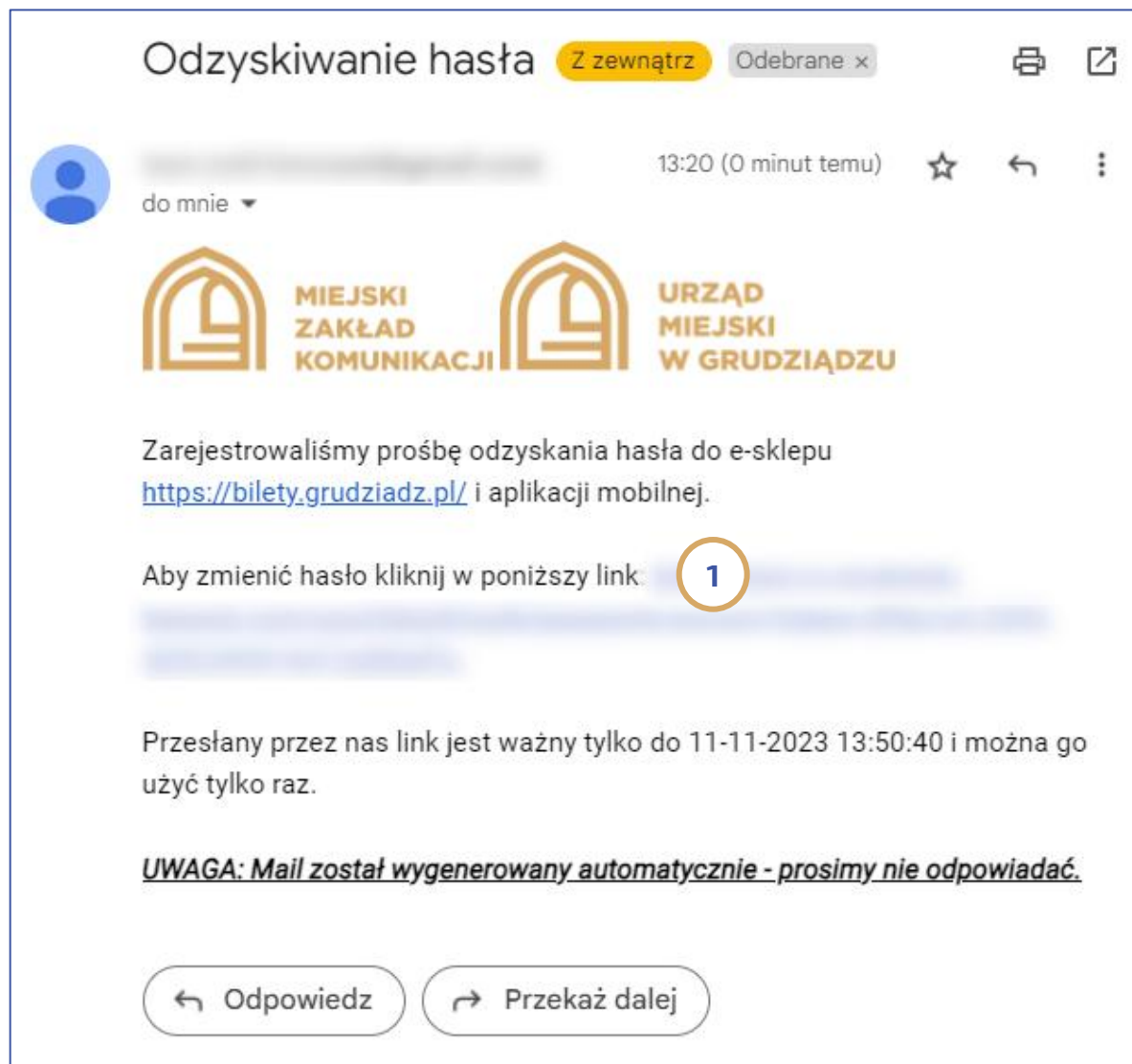


The image displays two versions of a web application interface for password recovery. The left version is a desktop layout with a sidebar menu containing links for Logging, News, Price list, Requests, Terms and conditions, and Accessibility. The main content area features a 'Go back' link, a 'Password recovery' heading, and instructions to enter an email address to receive a password reset link. A text input field labeled 'E-mail address *' is marked with a circled '1', and a dark blue 'RECOVER PASSWORD' button is marked with a circled '2'. The right version is a mobile layout with a 'Logging' header and a settings gear icon. It follows the same flow with a 'Go back' link, 'Password recovery' heading, instructions, and the same input field and button, also marked with circled '1' and '2' respectively. Both interfaces include a decorative blue background with white line art of a cityscape and a train. The desktop version also includes a footer with the European Union logo and a language selection option.

If the passenger has forgotten his/her password, he/she can recover it by selecting the **"Recover password"** option on the login screen.

In the next step, you should enter the email address assigned to your account (1) and then click on the button

Recover your password (2). This action will send an email to the specified email address with a one-time password reset link.

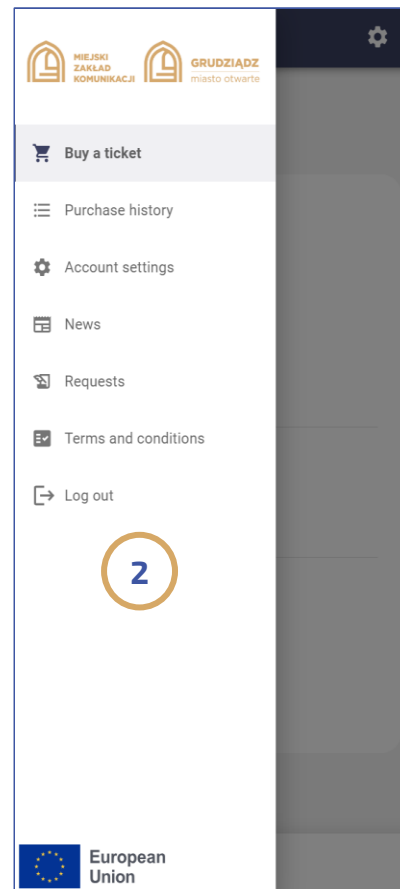
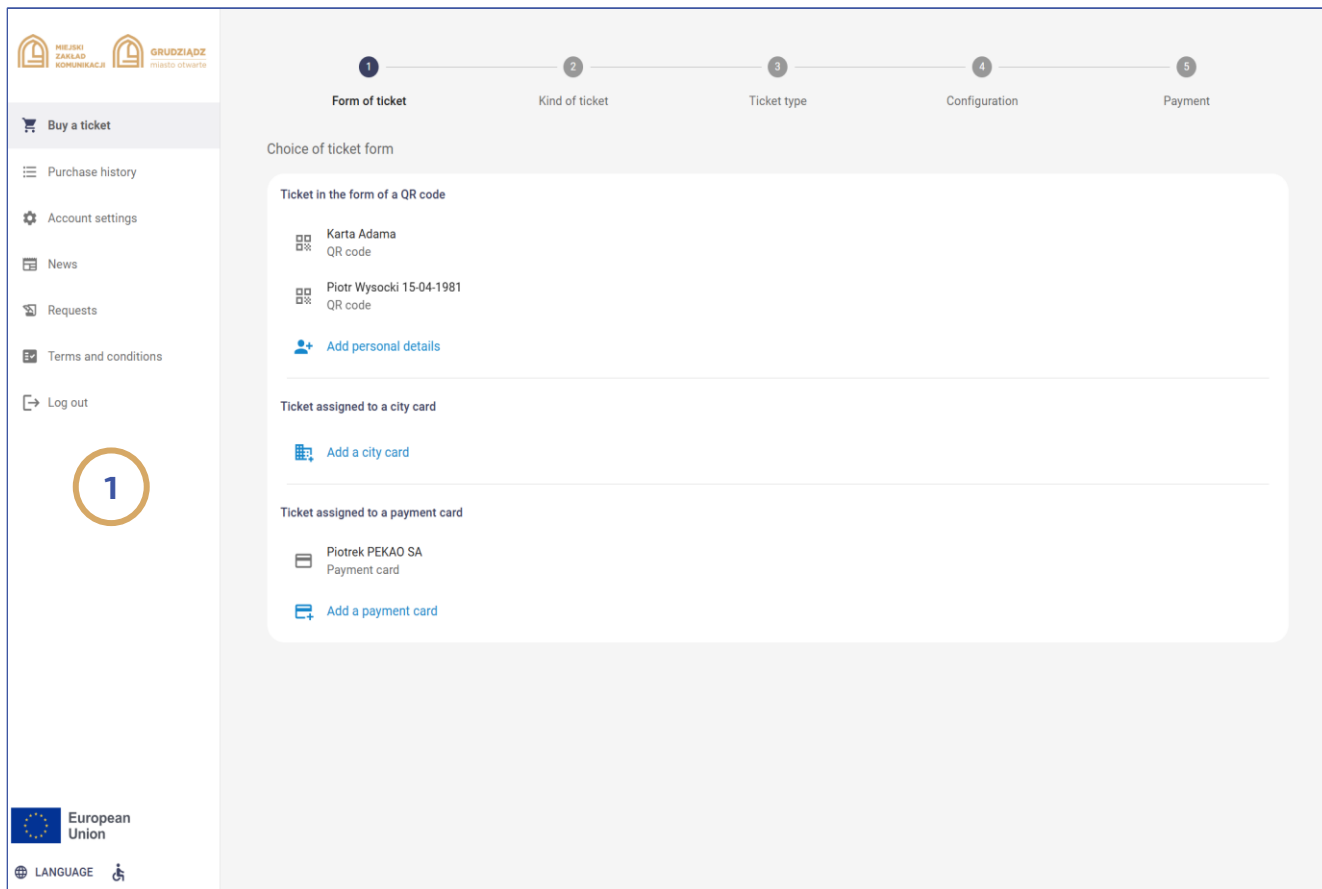


To change your password, click the one-time link received in the email (1).

Note: the link is valid for only 1 hour.

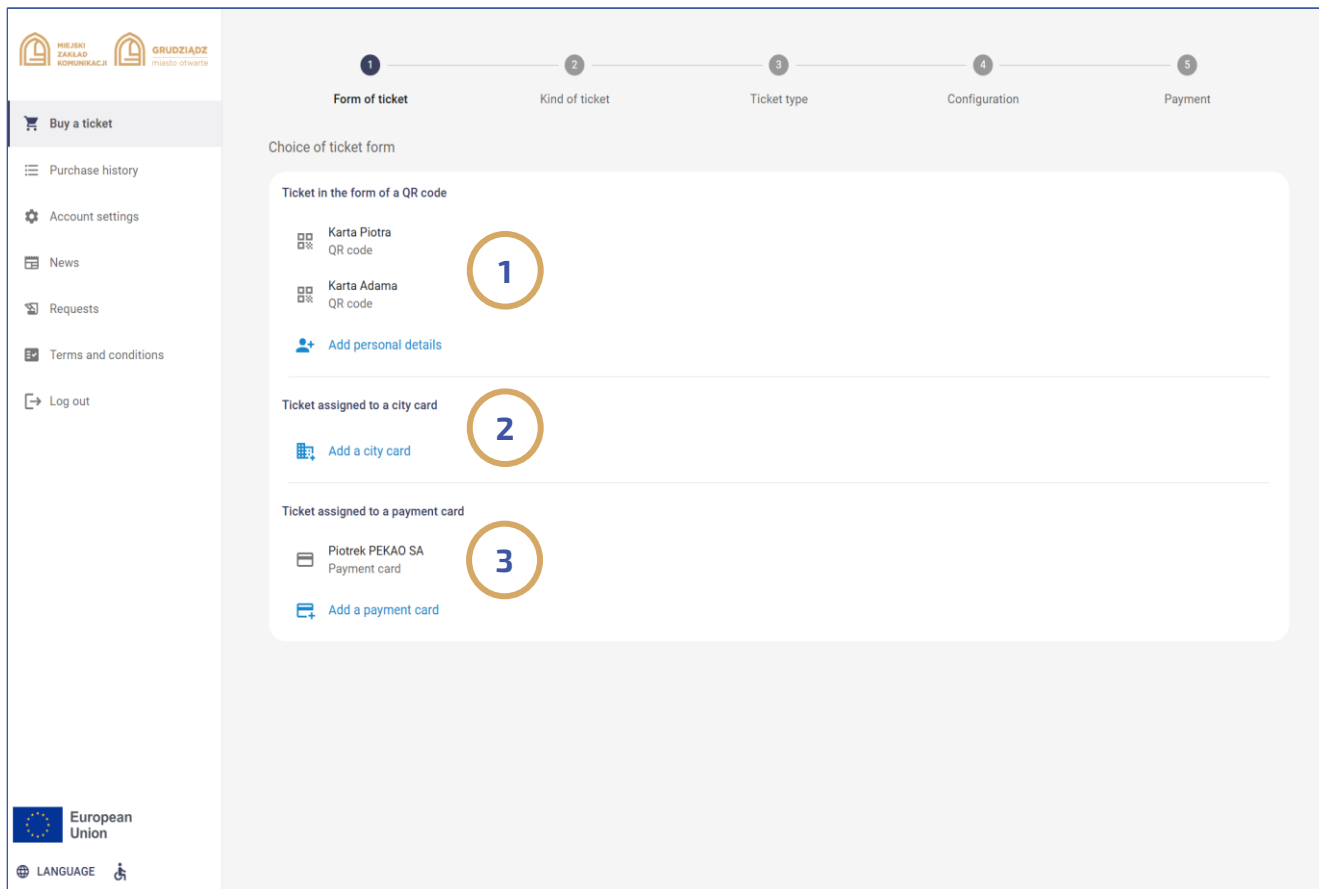
Attention:

Changing the password on the portal also means changing the password in the mobile application Grudziądz City Card

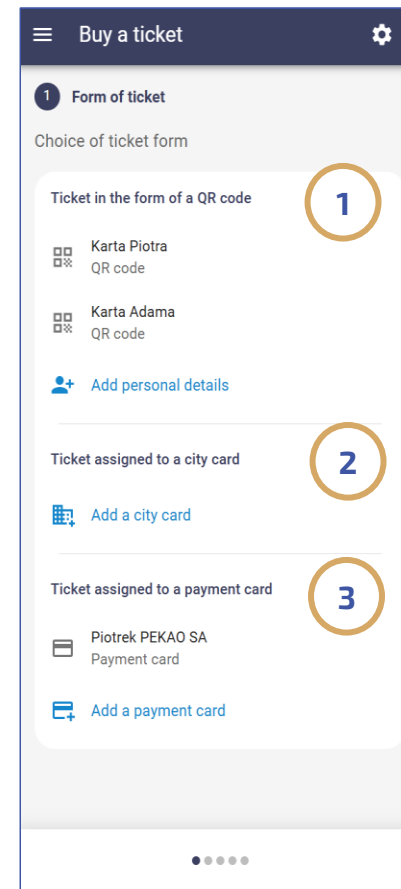


After logging in to the portal, the passenger has access to the following options: **Ticket purchase, Purchase history, Account settings, News, Applications and Requests**

All options are available in the menu located on the left side (1) and in the mobile version of the portal the menu is available by clicking on the menu icon in the upper left corner of the screen (2).



The desktop view shows a five-step process bar at the top: 1. Form of ticket, 2. Kind of ticket, 3. Ticket type, 4. Configuration, 5. Payment. The first step, 'Form of ticket', is active. It contains three sections: 'Ticket in the form of a QR code' with options 'Karta Piotra QR code' and 'Karta Adama QR code' (both marked with a circled 1), 'Add personal details', 'Ticket assigned to a city card' with 'Add a city card' (marked with a circled 2), and 'Ticket assigned to a payment card' with 'Piotrek PEKAO SA Payment card' and 'Add a payment card' (marked with a circled 3).



The mobile view shows the same five-step process bar. The first step, 'Form of ticket', is active. It contains three sections: 'Ticket in the form of a QR code' with options 'Karta Piotra QR code' and 'Karta Adama QR code' (both marked with a circled 1), 'Add personal details', 'Ticket assigned to a city card' with 'Add a city card' (marked with a circled 2), and 'Ticket assigned to a payment card' with 'Piotrek PEKAO SA Payment card' and 'Add a payment card' (marked with a circled 3).

The purchase process on the portal consists of 5 steps.

Step 1 – ticket form:

After entering the „**Ticket Purchase**” tab, the passenger must select the ticket type.

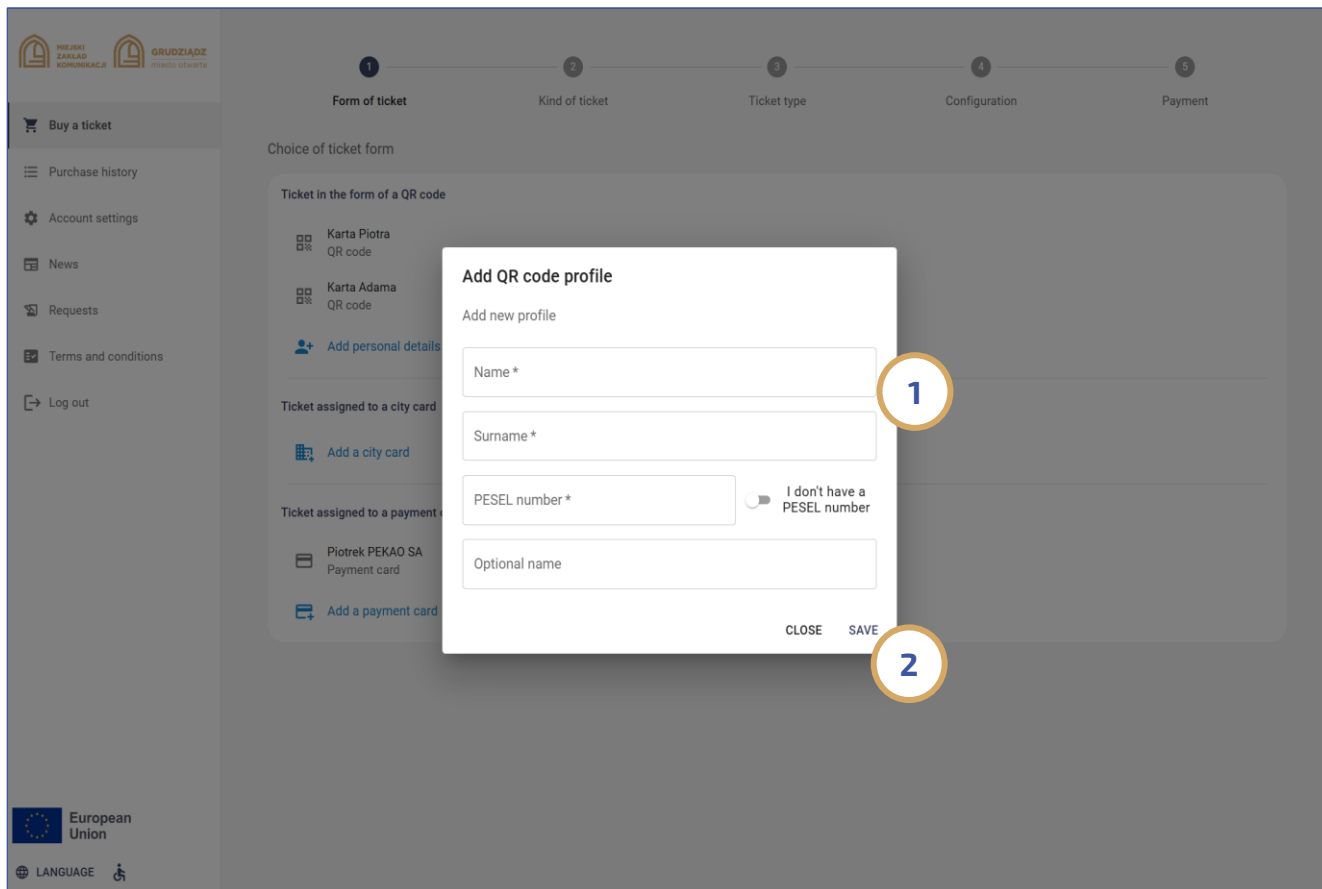
To do this, one of three options is available:

- Ticket in the form of a QR Code (1);
- Ticket assigned to a physical city card (2);
- Ticket assigned to a contactless payment card (3);

Attention:

When a passenger makes a purchase for the first time via the portal, they are required to add the medium to which they wish to assign the ticket. This can be done, among other things, in Step 1 by clicking on

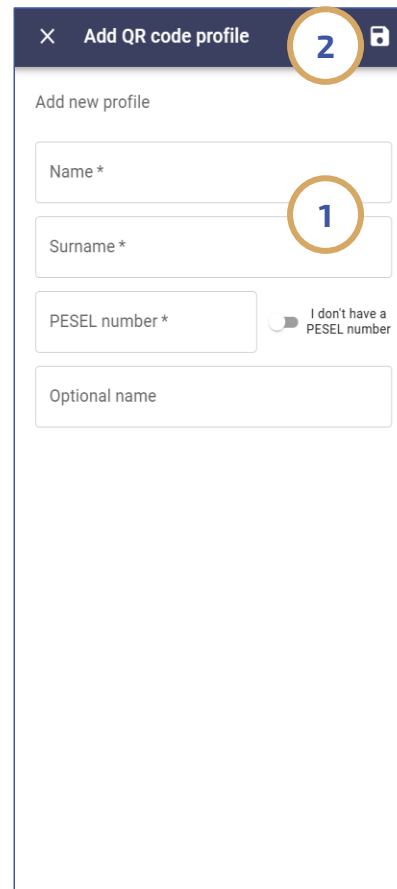
- Add personal data (ticket in QR code)
- Add a City card (2);
- Add payment card (3) or in the „Settings” tab



The screenshot shows the 'Form of ticket' step in the ticket purchase process. A modal window titled 'Add QR code profile' is open, allowing the user to add a new profile. The modal contains the following fields:

- Name *
- Surname *
- PESEL number * (with a toggle for 'I don't have a PESEL number')
- Optional name

The modal has 'CLOSE' and 'SAVE' buttons at the bottom right. The background shows the main navigation menu and the ticket purchase progress bar.



The close-up shows the 'Add QR code profile' modal window. The modal title is 'Add QR code profile'. The fields are:

- Name *
- Surname *
- PESEL number * (with a toggle for 'I don't have a PESEL number')
- Optional name

The modal has a 'CLOSE' button and a 'SAVE' button.

QR Code:

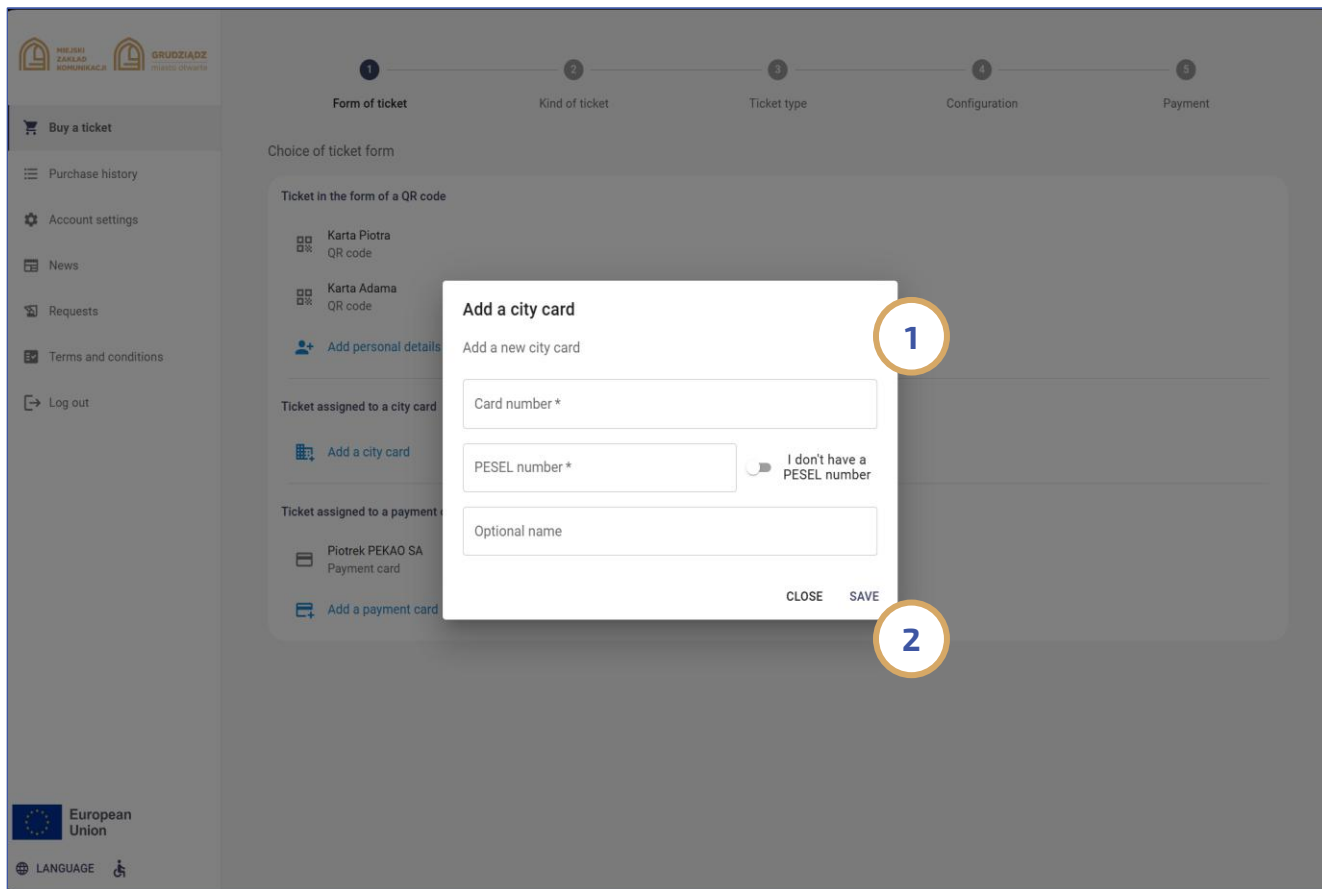
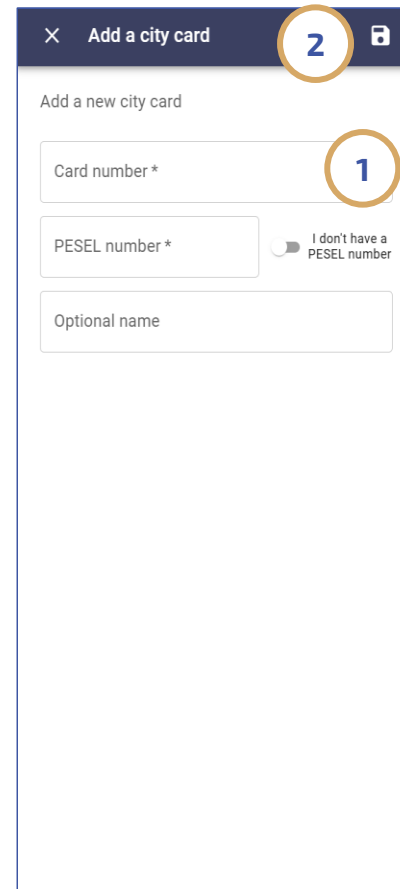
When clicking on the option "**Add personal data**" (Ticket in the form of a QR code) in **Step 1**, the user should enter the personal data of the passenger (1) for whom they wish to make a purchase.

These are: First name, Last name, and PESEL (**P**ersonal **I**dentification **N**umber), or if missing, date of birth. The data provided is encoded in the generated ticket, which is represented by a QR code.

During ticket inspection, the passenger is required to present an ID document to verify the ticket holder's details, and if the passenger purchased a concessionary ticket, they must also present AAA documents for concessionary travel.

After successfully confirming the data, the profile must be saved (2).

Note: The portal offers the option of assigning an optional name to a given carrier, which allows for easier identification of the correct carrier for multiple users.

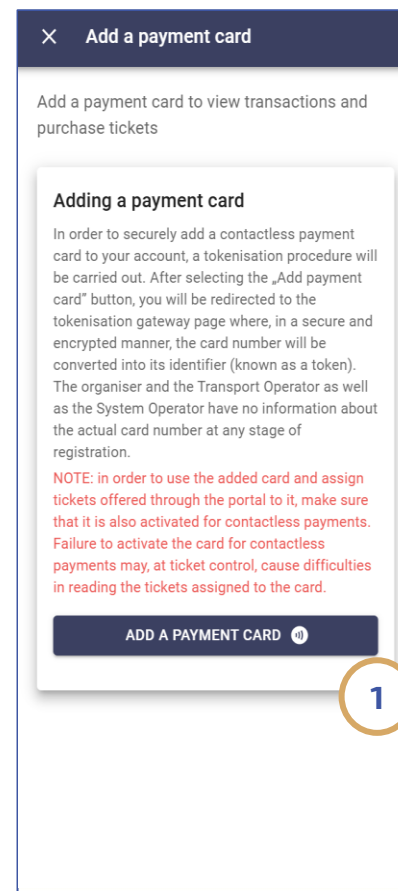
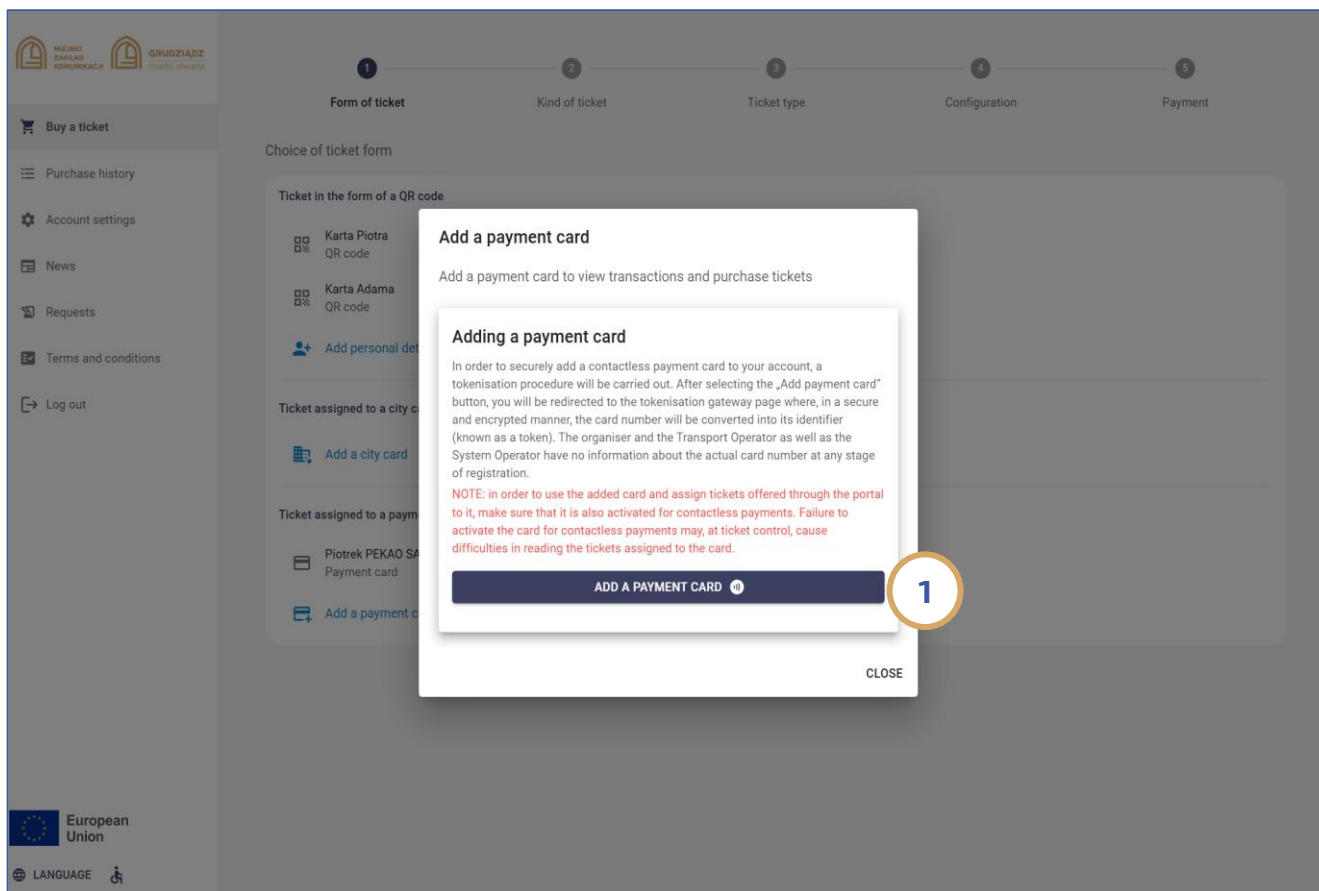



City card:

When clicking on the "Add a city card" option in step 1 (Ticket assigned to a city card), the user should provide their city card number and PESEL number for verification purposes, and if they don't have one, their date of birth (1).

This information is used to confirm the card owner. during ticket inspection, the passenger is required to present only the city card to which the ticket is assigned, and if the passenger purchased a discount ticket (unless a discount is assigned to the card in the system), they must also present documents entitling them to discounted travel. After the data is confirmed, the profile must be saved (2).

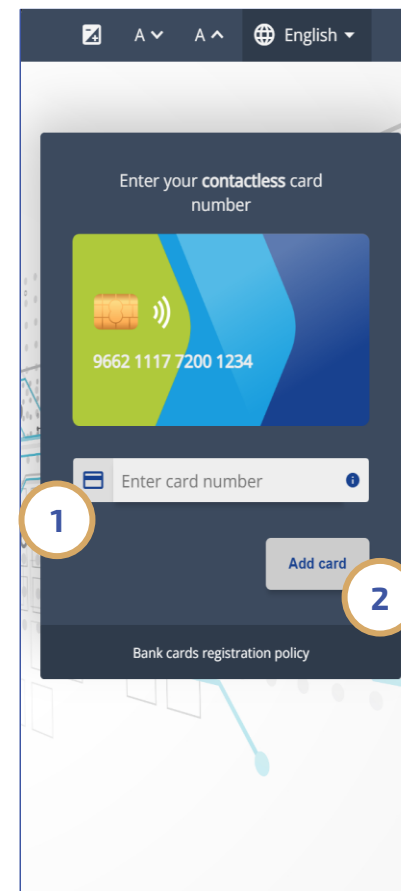
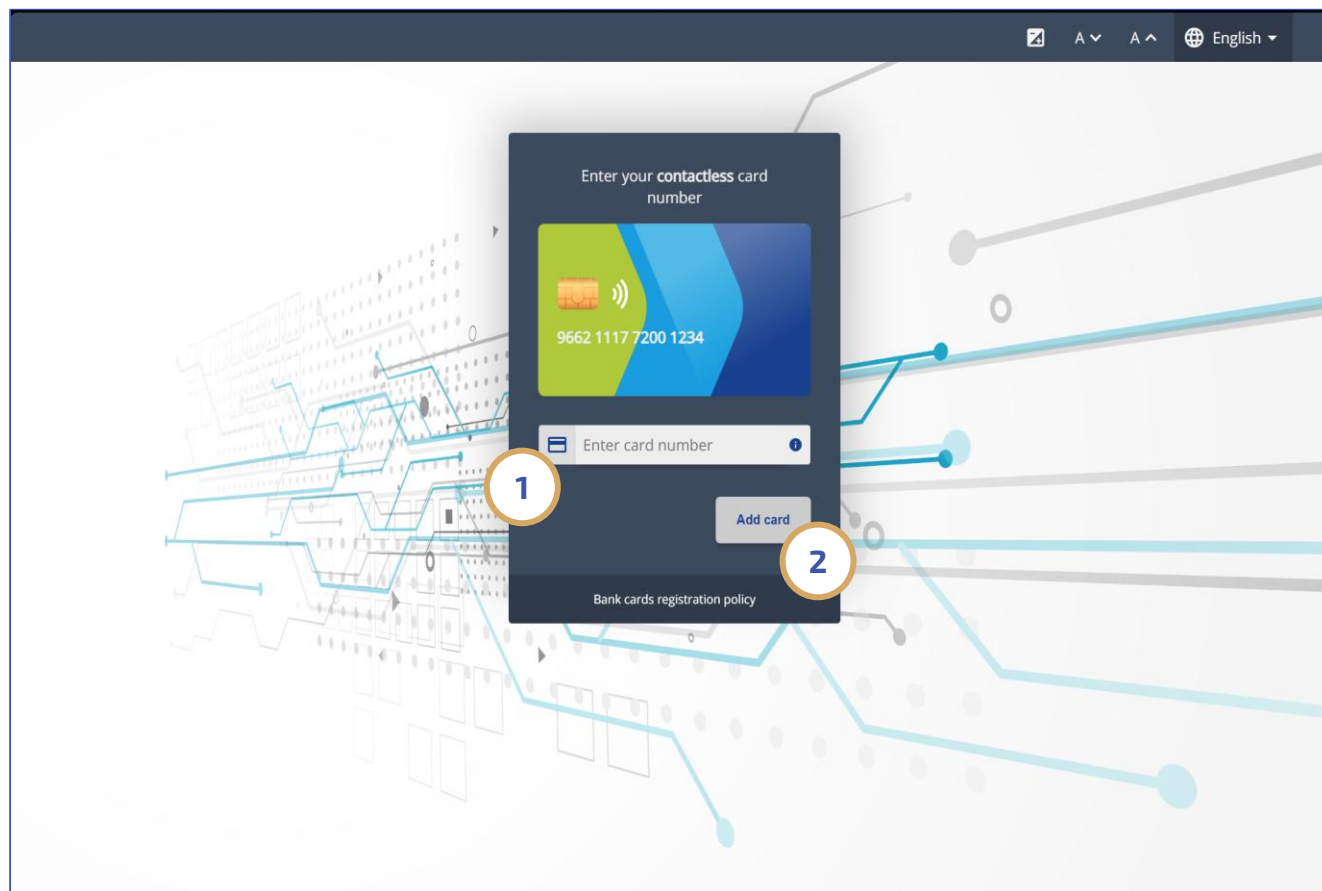
Note: The portal offers the option of assigning an optional name to a given medium, which makes it easier to identify the correct medium in the case of a larger number of people.



Contactless payment card (part 1 z 3)

When clicking on the option: Add payment card (Ticket assigned to payment card) in step 1, the user is informed about the tokenization procedure related to the need to provide the number of the physical contactless payment card (so-called PAN) on a dedicated secure tokenization gateway (1).

Note: The card adding procedure (socalled tokenization) is completely secure and the system operator does not have access to information about the card number at any stage

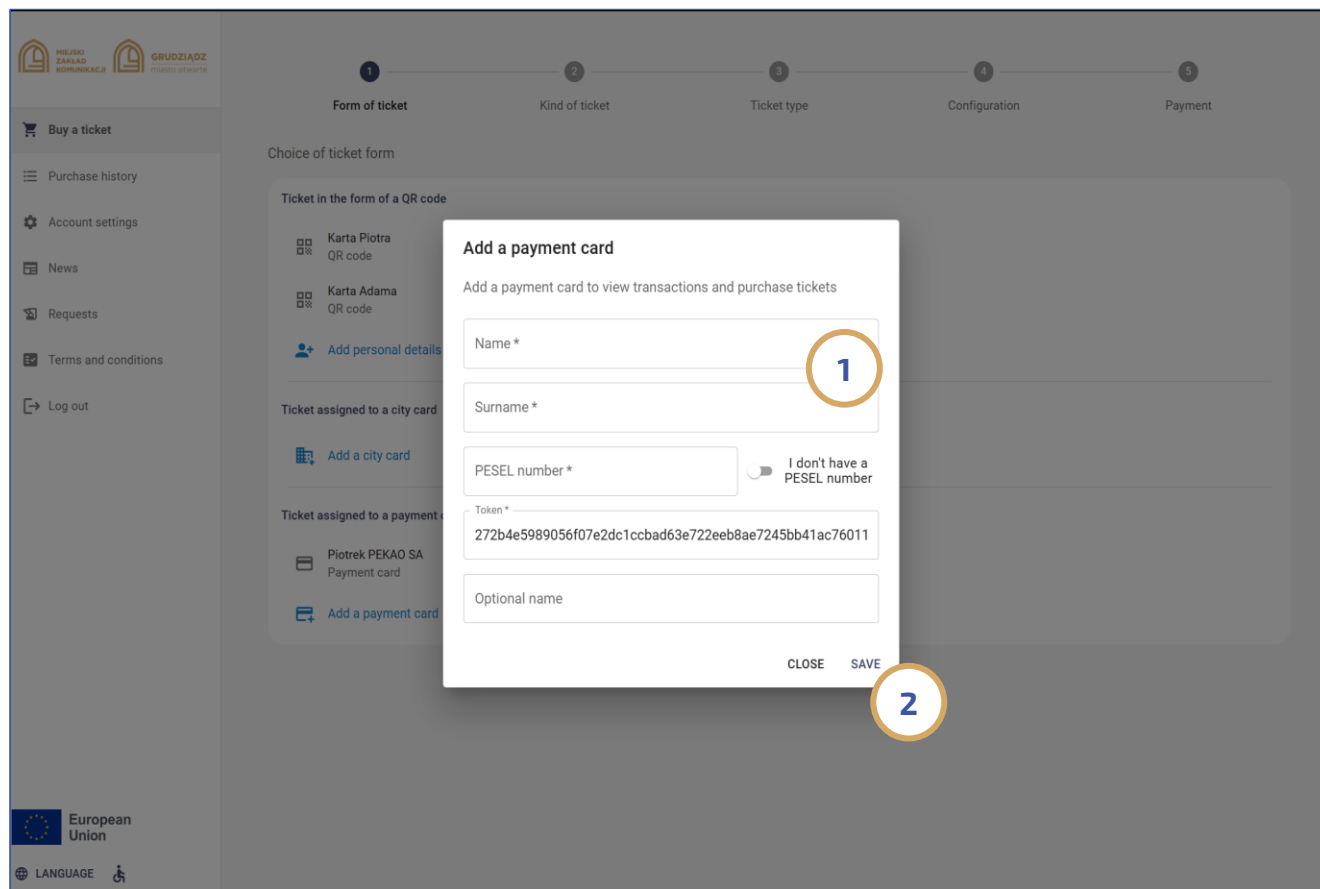


Contactless payment card (part 2 z 3)

After entering the dedicated tokenization gate, the passenger should enter their physical contactless payment card number (1) and then click "Add card" (2). Once the data is entered correctly, the system will return to the portal to provide additional information about the cardholder

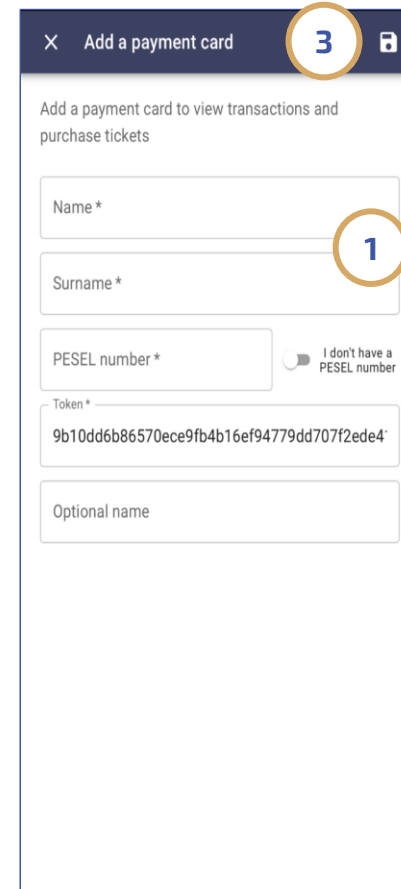
Note 1: The card adding procedure (so-called tokenization) is completely secure and the system operator does not have access to information about the card number

Note 2: If you need to add virtual contactless payment cards to the portal on your phone or watch (e.g. Apple Pay, Google Pay or Garmin Pay), the tokenization procedure can only be performed at Passenger Service Points or in validators installed in Grudziądz Public Transport vehicles (additional options).



The screenshot shows the 'Add a payment card' modal in step 1 of 5. The modal contains the following fields and options:

- Name *
- Surname *
- PESEL number * (with a toggle for 'I don't have a PESEL number')
- Token * (with a value: 272b4e5989056f07e2dc1ccbad63e722eeb8ae7245bb41ac76011)
- Optional name
- Buttons: CLOSE, SAVE



The screenshot shows the 'Add a payment card' form in step 3 of 3. The form contains the following fields and options:

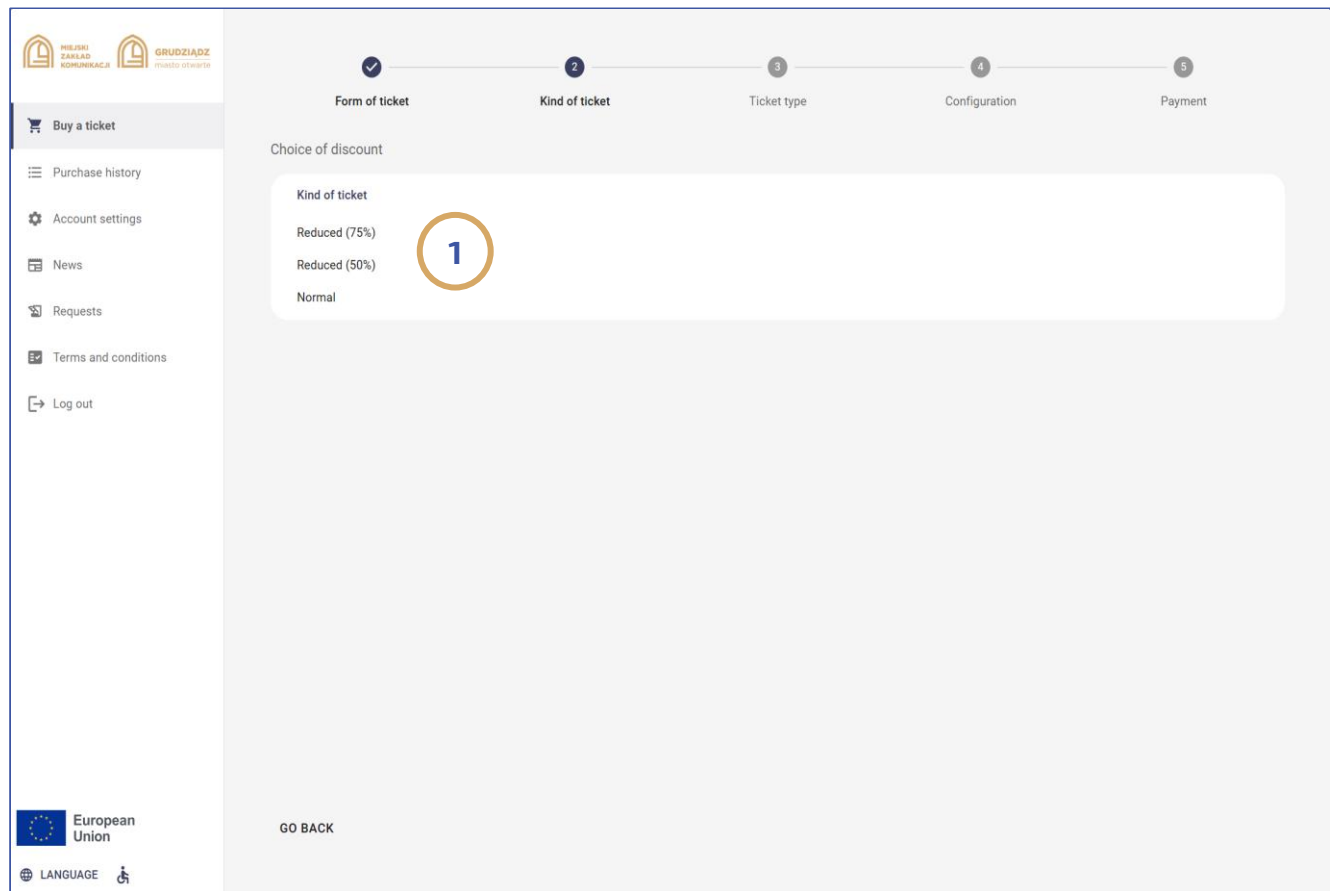
- Name *
- Surname *
- PESEL number * (with a toggle for 'I don't have a PESEL number')
- Token * (with a value: 9b10dd6b86570ece9fb4b16ef94779dd707f2ede4')
- Optional name
- Buttons: X, SAVE (floppy disk icon)

Contactless payment card (part 3 z 3)

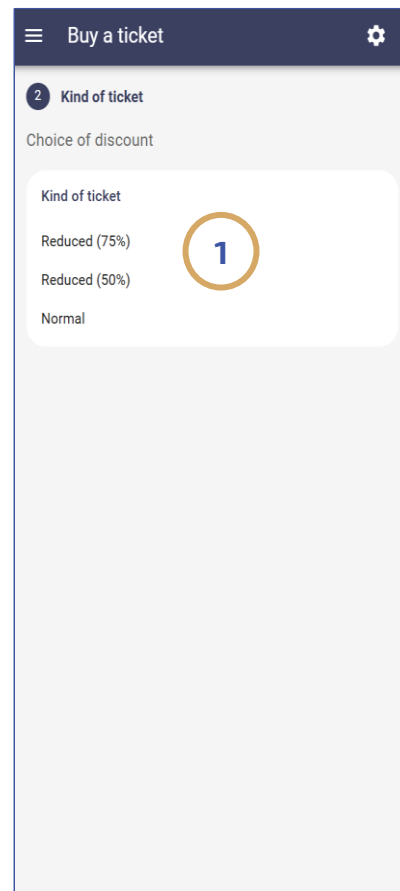
In the last step of the procedure for adding a contactless payment card as a ticket carrier, the passenger is required to provide the cardholder's details, i.e., first name, last name, PESEL number, and if no PESEL number is provided, date of birth (1).

To finish adding the cardholder to the account, click the SAVE button (2) for the desktop version of the portal, and for the mobile version, click the floppy disk icon located in the upper right corner of the screen (3)

Note: During ticket inspection, the passenger is obliged to present his/her contactless payment card to the ticket control terminal and, if the passenger purchases a discount ticket (unless the discount has been added to the card in the system), also to present documents entitling him/her to discount travel.



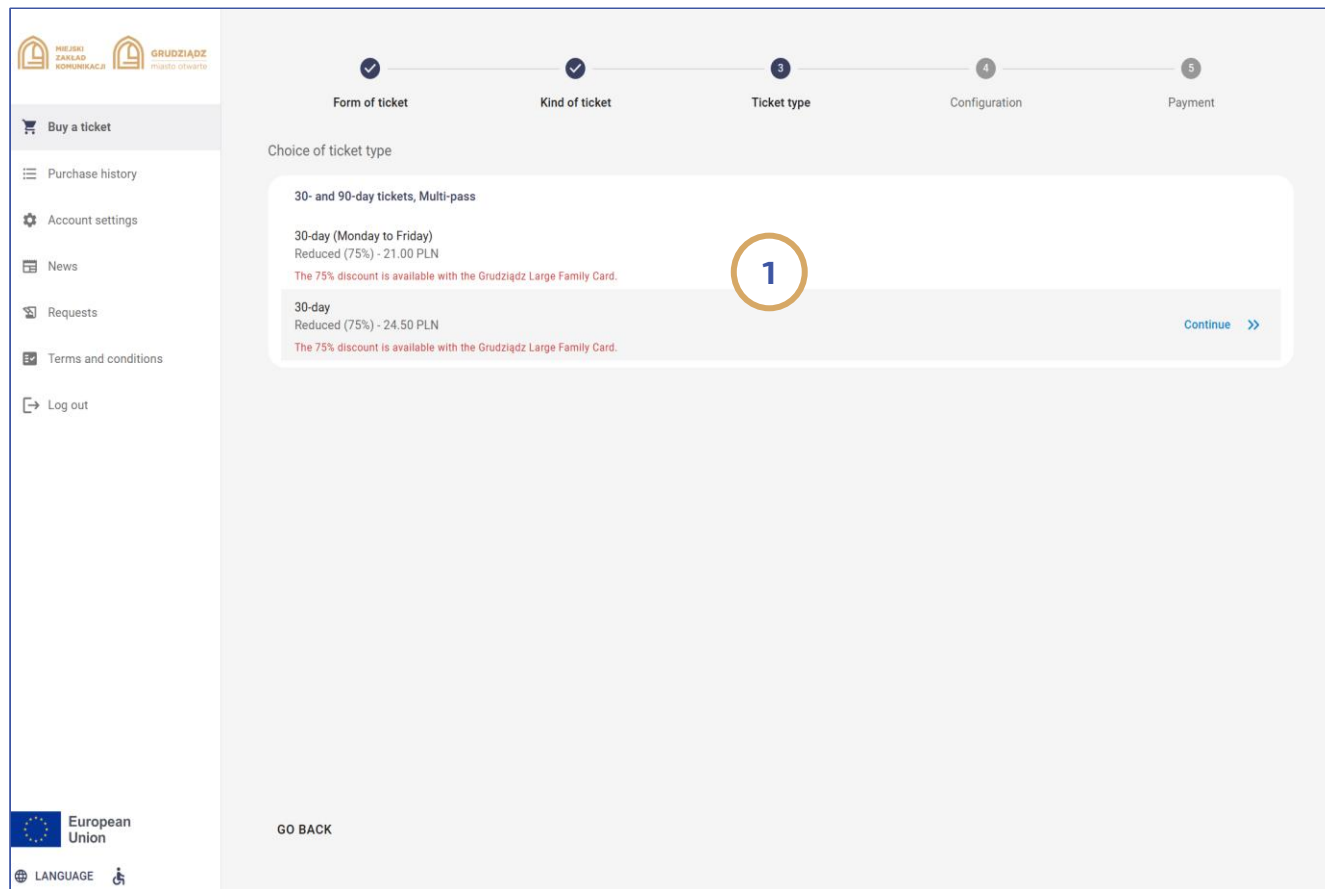
The desktop view shows a progress bar at the top with five steps: 1. Form of ticket (checked), 2. Kind of ticket (active), 3. Ticket type, 4. Configuration, and 5. Payment. Below the progress bar, the 'Choice of discount' section is visible, followed by a 'Kind of ticket' section. This section contains three options: 'Reduced (75%)', 'Reduced (50%)', and 'Normal'. A large orange circle with the number '1' is overlaid on the 'Reduced (50%)' option. At the bottom left, there is a 'GO BACK' link. The left sidebar contains links for 'Buy a ticket', 'Purchase history', 'Account settings', 'News', 'Requests', 'Terms and conditions', and 'Log out'. The bottom of the page features the European Union logo and a 'LANGUAGE' selector.



The mobile view shows a progress bar at the top with five steps: 1. Form of ticket (checked), 2. Kind of ticket (active), 3. Ticket type, 4. Configuration, and 5. Payment. Below the progress bar, the 'Choice of discount' section is visible, followed by a 'Kind of ticket' section. This section contains three options: 'Reduced (75%)', 'Reduced (50%)', and 'Normal'. A large orange circle with the number '1' is overlaid on the 'Reduced (50%)' option.

Step 2 – Ticket type:

After selecting the ticket type in step 2, select the ticket type (1), i.e.: Regular, 50% Discount or 75% Discount - Grudziądz Large Family Card.



WIELKI ZAKŁAD KOMUNIKACJA GRUDZIĄDZ miasto otwarte

Buy a ticket

Purchase history

Account settings

News

Requests

Terms and conditions

Log out

European Union

LANGUAGE

GO BACK

Form of ticket ✓ Kind of ticket ✓ Ticket type 3 Configuration 4 Payment 5

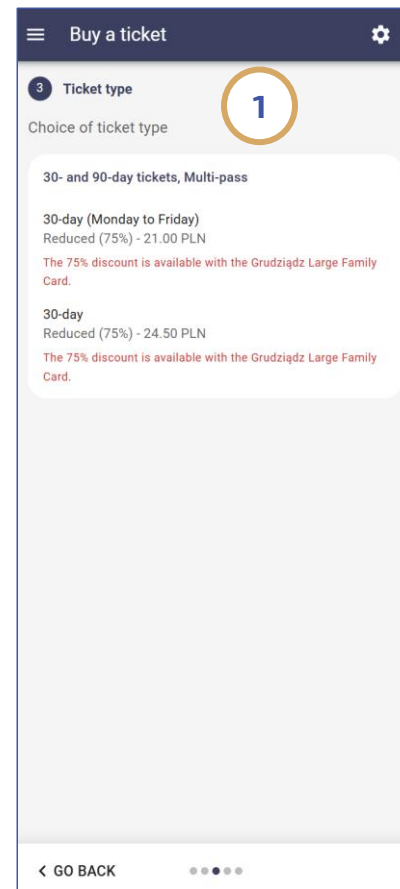
Choice of ticket type

30- and 90-day tickets, Multi-pass

30-day (Monday to Friday)
Reduced (75%) - 21.00 PLN
The 75% discount is available with the Grudziądz Large Family Card.

30-day
Reduced (75%) - 24.50 PLN
The 75% discount is available with the Grudziądz Large Family Card.

Continue >>



Buy a ticket

Ticket type 3

Choice of ticket type

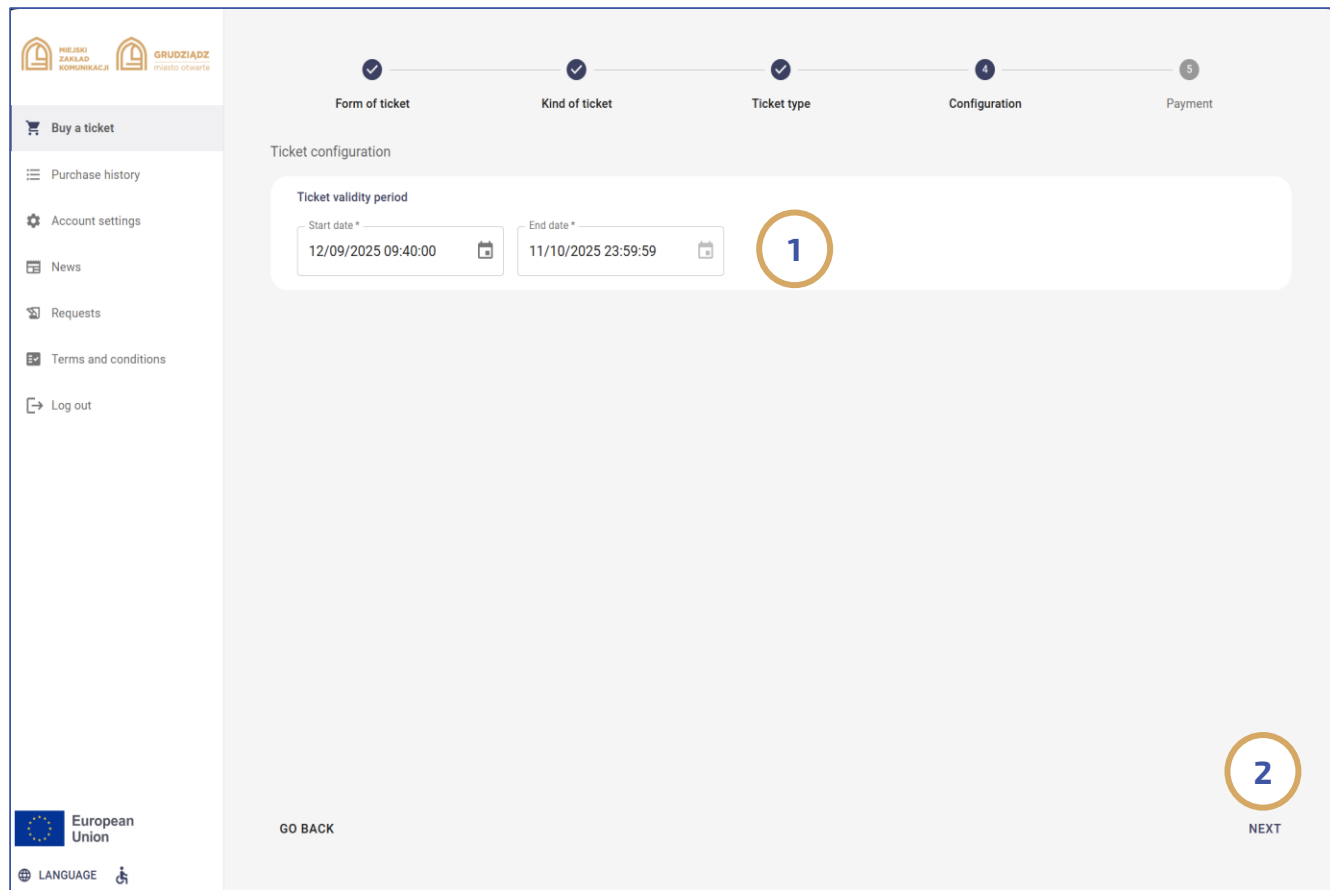
30- and 90-day tickets, Multi-pass

30-day (Monday to Friday)
Reduced (75%) - 21.00 PLN
The 75% discount is available with the Grudziądz Large Family Card.

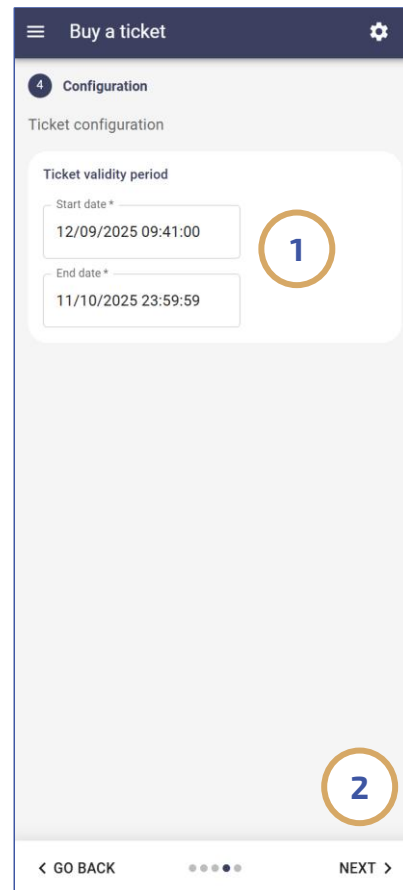
30-day
Reduced (75%) - 24.50 PLN
The 75% discount is available with the Grudziądz Large Family Card.

GO BACK

Step 3 – Ticket type:
After selecting the ticket type in step 3, select the ticket type (1).



The desktop interface shows a progress bar at the top with five steps: Form of ticket, Kind of ticket, Ticket type, Configuration (active), and Payment. The main content area is titled "Ticket configuration" and contains a "Ticket validity period" section. This section has two input fields: "Start date *" with the value "12/09/2025 09:40:00" and "End date *" with the value "11/10/2025 23:59:59". A blue circle with the number "1" is overlaid on the end date field. At the bottom left is a "GO BACK" link, and at the bottom right is a "NEXT" button with a blue circle and the number "2" overlaid on it. The left sidebar contains links for "Buy a ticket", "Purchase history", "Account settings", "News", "Requests", "Terms and conditions", and "Log out". The footer includes the European Union logo and a "LANGUAGE" selector.



The mobile interface shows a progress bar at the top with five steps: Form of ticket, Kind of ticket, Ticket type, Configuration (active), and Payment. The main content area is titled "Ticket configuration" and contains a "Ticket validity period" section. This section has two input fields: "Start date *" with the value "12/09/2025 09:41:00" and "End date *" with the value "11/10/2025 23:59:59". A blue circle with the number "1" is overlaid on the end date field. At the bottom right is a "NEXT" button with a blue circle and the number "2" overlaid on it. The bottom navigation bar includes a "< GO BACK" link, a progress indicator with five dots, and a "NEXT >" link.

Step 4 - Configuration

In the next step, the passenger indicates the data regarding the scope of validity of the ticket (1) and after confirming, clicks the next button (2)




Buy a ticket

Purchase history

Account settings

News

Requests

Terms and conditions

Log out

European Union

LANGUAGE

Form of ticket

Kind of ticket

Ticket type

Configuration

Payment

Summary and payment

Purchase summary

Form of ticket - Payment card

Piotrek PEKAO SA

Ticket

Reduced (75%), 30-day (Monday to Friday)

The 75% discount is available with the Grudziądz Large Family Card.

Ticket validity period

Start date: Friday, September 12, 2025 9:41 AM:00

End date: Saturday, October 11, 2025 11:59 PM:59

Price

21.00 PLN

Acceptance of terms and conditions

I accept the terms and conditions and consent to the processing of my personal data in accordance with the data processing notice under Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data and repealing Directive 95/46/EC (General Data Protection Regulation) (OJEU L 119 of 2016) referred to as GDPR.

1. During the ticket inspection, tickets in the form of a token assigned to a payment card (indicated by the User at the first stage of the purchase transaction) are verified by holding the payment card in question to a certified PAX A77 ticket inspection device.

2. The holder of a ticket in the form of a token assigned to a payment card must also be the owner of the payment card in question and is obliged to ensure that the card remains valid during the entire validity period of the ticket.

3. The ticket in the form of a token assigned to a payment card is valid together with an identity document (i.e. identity card, passport, school card or student card).

4. Passengers with reduced-fare tickets are required to present documents confirming their right to reduced fare, referred to in the Order of the Mayor of the City of Bielsko-Biala on establishing the prices for public transport services provided by the City of Bielsko-Biala and entitlement to free and reduced fares. The entitlement to reduced fare resulting from generally applicable legal regulations is also accepted.

5. Confirmation of ticket purchase will be sent to the e-mail address assigned to the User's account after making the payment. The confirmation of purchase is not a ticket.

6. The selected ticket form (the token assigned to a payment card) is the only ticket carrier and is not available in the form of a QR code.

I do not want to receive an invoice

I wish to receive an invoice

GO BACK

GO TO PAYMENTS

Buy a ticket

5 Payment

Summary and payment

Purchase summary

Form of ticket - Payment card

Piotrek PEKAO SA

Ticket

Reduced (75%), 30-day (Monday to Friday)

The 75% discount is available with the Grudziądz Large Family Card.

Ticket validity period

Start date: Friday, September 12, 2025 9:41 AM:00

End date: Saturday, October 11, 2025 11:59 PM:59

Price

21.00 PLN

Acceptance of terms and conditions

I accept the terms and conditions and consent to the processing of my personal data in accordance with the data processing notice under Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data and repealing Directive 95/46/EC (General Data Protection Regulation) (OJEU L 119 of 2016) referred to as GDPR.

1. During the ticket inspection, tickets in the form of a token assigned to a payment card (indicated by the User at the first stage of the purchase transaction) are verified by holding the payment card in question to a certified PAX A77 ticket inspection device.

2. The holder of a ticket in the form of a token assigned to a payment card must also be the owner of the payment card in question and is obliged to ensure that the card remains valid during the entire validity period of the ticket.

3. The ticket in the form of a token assigned to a payment card is valid together with an identity document (i.e. identity card, passport, school card or student card).

4. Passengers with reduced-fare tickets are required to present documents confirming their right to reduced fare, referred to in the Order of the Mayor of the City of Bielsko-Biala on establishing the prices for public transport services provided by the City of Bielsko-Biala and entitlement to free and reduced fares. The entitlement to reduced fare resulting from generally applicable legal regulations is also accepted.

5. Confirmation of ticket purchase will be sent to the e-mail address assigned to the User's account after making the payment. The confirmation of purchase is not a ticket.

6. The selected ticket form (the token assigned to a payment card) is the only ticket carrier and is not available in the form of a QR code.

I do not want to receive an invoice

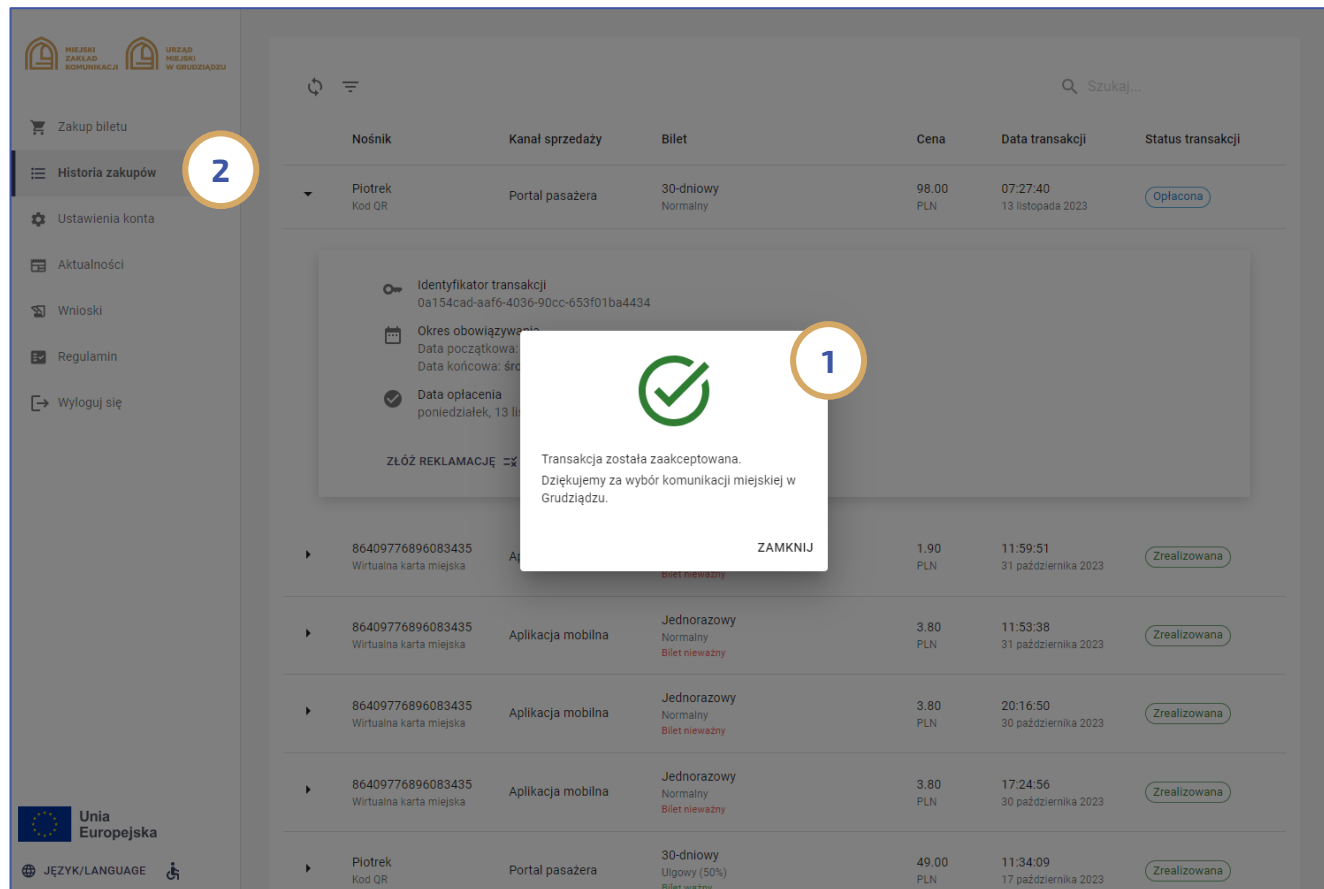
I wish to receive an invoice

GO BACK

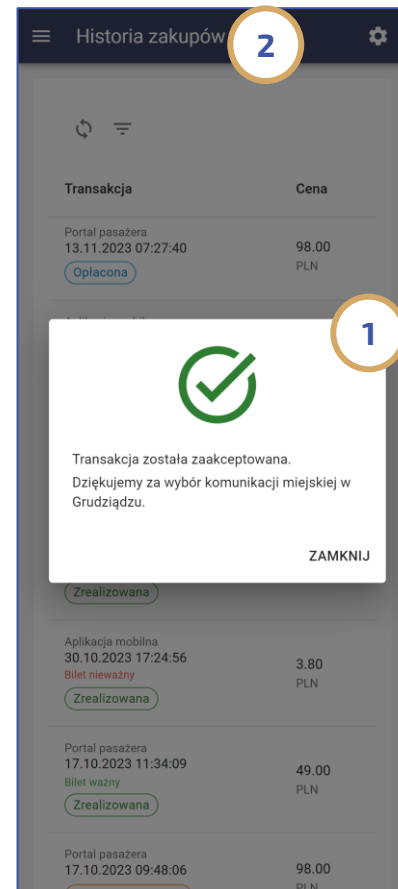
GO TO PAYMENTS

Step 5 – Summary and Payment:

The last step summarizes the information about the indicated medium and the selected ticket (1). If all purchase details are correct, before proceeding to payment, the passenger should accept the regulations (2), indicate whether or not he/she wishes to receive an invoice (3) and then click the "Proceed to payment" button (4).



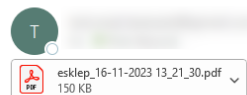
Nośnik	Kanał sprzedaży	Bilet	Cena	Data transakcji	Status transakcji
Piotrek Kod QR	Portal pasażera	30-dniowy Normalny	98.00 PLN	07:27:40 13 listopada 2023	Oplacona
86409776896083435 Wirtualna karta miejska	Aplikacja mobilna	Jednorazowy Normalny Bilet nieważny	1.90 PLN	11:59:51 31 października 2023	Zrealizowana
86409776896083435 Wirtualna karta miejska	Aplikacja mobilna	Jednorazowy Normalny Bilet nieważny	3.80 PLN	11:53:38 31 października 2023	Zrealizowana
86409776896083435 Wirtualna karta miejska	Aplikacja mobilna	Jednorazowy Normalny Bilet nieważny	3.80 PLN	20:16:50 30 października 2023	Zrealizowana
86409776896083435 Wirtualna karta miejska	Aplikacja mobilna	Jednorazowy Normalny Bilet nieważny	3.80 PLN	17:24:56 30 października 2023	Zrealizowana
Piotrek Kod QR	Portal pasażera	30-dniowy Ugowy (50%) Bilet ważny	49.00 PLN	11:34:09 17 października 2023	Zrealizowana



Transakcja	Cena
Portal pasażera 13.11.2023 07:27:40 Oplacona	98.00 PLN
Aplikacja mobilna 30.10.2023 17:24:56 Bilet nieważny Zrealizowana	3.80 PLN
Portal pasażera 17.10.2023 11:34:09 Bilet ważny Zrealizowana	49.00 PLN
Portal pasażera 17.10.2023 09:48:06 Zrealizowana	98.00 PLN

Immediately after paying for the ticket, the quick payment operator returns you to the portal with information (1) about the successful purchase. The purchase you have made is immediately visible in the **"Purchase history"** tab (2).

Potwierdzenie zakupu - Bilet 30-dniowy (od poniedziałku do piątku)



Dziękujemy za zakup biletu:

Identyfikator transakcji	
Imię i nazwisko	
Data urodzenia	
PESEL	-
Typ biletu	Normalny
Nazwa biletu	30-dniowy (od poniedziałku do piątku)
Cena	84.00 PLN
Ważny od	16-11-2023 13:21:07
Ważny do	15-12-2023 23:59:59
Nośnik - kod QR	

1. Bilet w formie kodu QR, który należy okazać podczas kontroli biletowej, ważny jest wraz z dokumentem tożsamości (tj. dowodem osobistym, paszportem, legitymacją szkolną lub legitymacją studencką).
2. W przypadku korzystania z biletów ulgowych wymagane jest posiadanie przez Pasażera w trakcie podróży, i okazanie na wezwanie, dokumentów uprawniających do przejazdów ulgowych o jakich mowa w Zarządzeniu Prezydenta Miasta Grudziądz w sprawie ustalenia cen za usługi przewozowe komunikacji miejskiej organizowanej przez Miasto Grudziądz oraz uprawnień do przejazdów bezpłatnych i ulgowych. Jednocześnie honorowane są uprawnienia wynikające z przepisów powszechnie obowiązującego prawa, z których wynika uprawnienie do ulgi. W sytuacji potwierdzenia ulgi na platformie lub w aplikacji dokument potwierdzający ulgę nie jest potrzebny.
3. Po dokonaniu płatności bilet w formie kodu QR (plik PDF) zostanie przesłany na adres e-mail przypisany do konta Użytkownika. Będzie również dostępny w zakładce Historia zakupów na koncie Użytkownika (plik PDF).
4. Wybrana forma biletu, tj. kod QR, jest jedynym nośnikiem tego biletu i nie jest on dostępny na karcie płatniczej (forma tzw. tokenu) i karcie miejskiej.

W pliku PDF załączonym do niniejszej wiadomości e-mail znajdziesz potwierdzenie dokonanego zakupu wraz z kodem QR, który należy okazać podczas kontroli biletowej.

UWAGA: Mail został wygenerowany automatycznie - prosimy nie odpowiadać.

Immediately after purchase, an email with an attached PDF file confirming the ticket purchase is sent to the passenger's account email address. The confirmation contains information about the carrier to which the ticket was assigned, ticket and passenger data (1)

Note: In the case of a ticket represented by the Q code, the confirmation also contains a 2D code that must be presented during inspection.



2

3

Buy a ticket

Purchase history

Account settings

News

Requests

Terms and conditions

Log out

Carrier

Sales channel

Ticket

Price

Transaction date

Transaction status

Piotrek PEKAO SA Payment card	Passenger portal	30-day (Monday to Friday) Reduced (75%)	21.00 PLN	11:21:04 November 13, 2024	Refund completed
Karta Piotra QR code	Passenger portal	30-day (Monday to Friday) Reduced (75%)	21.00 PLN	11:17:02 November 13, 2024	Refund completed
86119318385017895 Virtual city card	Mobile application	Single Normal	3.80 PLN	12:07:56 March 29, 2024	Cancelled
Karta Piotra QR code	Passenger portal	30-day (Monday to Friday) Normal	84.00 PLN	11:19:35 March 12, 2024	Cancelled
86119318385017895 Virtual city card	Mobile application	2 x Group 20 Special	42.00 PLN	17:32:56 March 3, 2024	Cancelled
86119318385017895 Virtual city card	Mobile application	Single Normal	3.80 PLN	19:51:58 January 27, 2024	Cancelled
Karta Piotra QR code	Passenger portal	30-day Reduced (75%)	24.50 PLN	09:09:44 January 26, 2024	Cancelled
Karta Piotra QR code	Passenger portal	Monthly (Monday to Friday) Normal	84.00 PLN	09:40:24 January 25, 2024	Cancelled
Karta Piotra QR code	Passenger portal	30-day (Monday to Friday) Reduced (75%)	21.00 PLN	08:11:42 January 24, 2024	Cancelled

Purchase history

2

3

Transaction

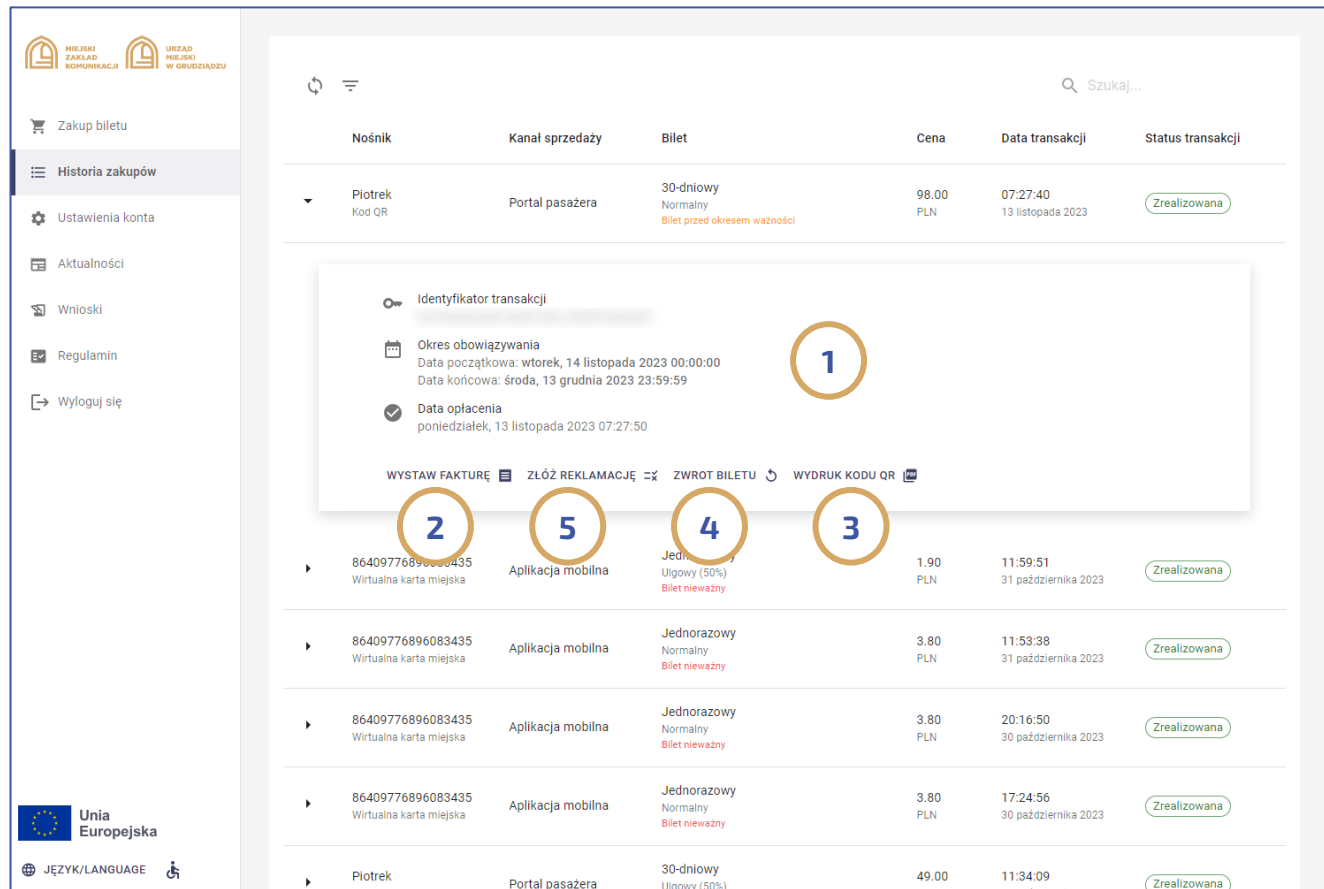
Price

Passenger portal 11/13/2024 11:21:04 Refund completed	21.00 PLN
Passenger portal 11/13/2024 11:17:02 Refund completed	21.00 PLN
Mobile application 03/29/2024 12:07:56 Cancelled	3.80 PLN
Passenger portal 03/12/2024 11:19:35 Cancelled	84.00 PLN
Mobile application 03/03/2024 17:32:56 Cancelled	42.00 PLN
Mobile application 01/27/2024 19:51:58 Cancelled	3.80 PLN
Passenger portal 01/26/2024 09:09:44 Cancelled	24.50 PLN
Passenger portal 01/25/2024 09:40:24 Cancelled	84.00 PLN

All transactions made on the portal (1) are visible in the "Purchase history" tab (2). Transactions can be filtered (3) by, among others, the media to which the ticket was assigned, but also by sales channels.

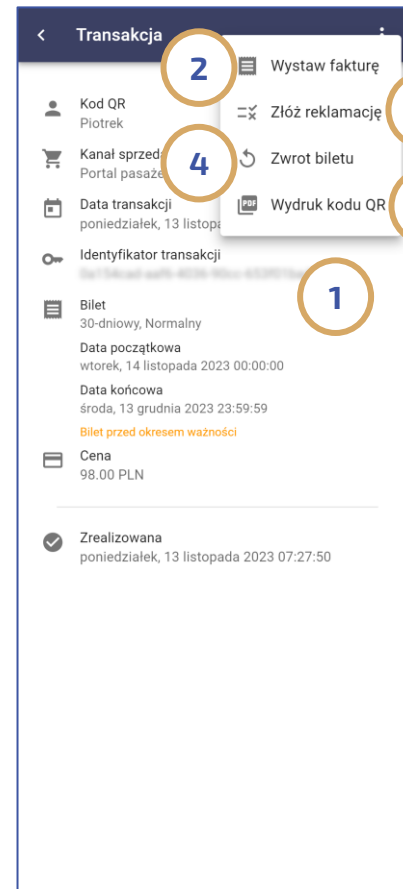
Note 1: If a contactless payment card registered on the portal was used to purchase tickets at a validating machine, the history of all transactions made with this card will also be visible on the portal. Using the portal for the abovementioned transactions, you can request an invoice or file a complaint.

Note 2: In the case of purchasing tickets using external mobile applications that require entering a PESEL number, the history of such purchases will also appear on the portal after registering the personal data of the ticket holder there.



The screenshot shows the 'Historia zakupów' (Purchase history) page. A table lists transactions with columns: Nośnik, Kanał sprzedaży, Bilet, Cena, Data transakcji, and Status transakcji. A modal window is open for a selected transaction, showing details like 'Identyfikator transakcji', 'Okres obowiązywania', and 'Data opłacenia'. Numbered callouts indicate: 1. Transaction details modal, 2. 'WYSTAW FAKTURĘ' (Issue invoice) button, 3. 'WYDRUK KODU QR' (Print QR code) button, 4. 'ZWROT BILETU' (Return ticket) button, and 5. 'ZŁÓŻ REKLAMACJĘ' (File a complaint) button.

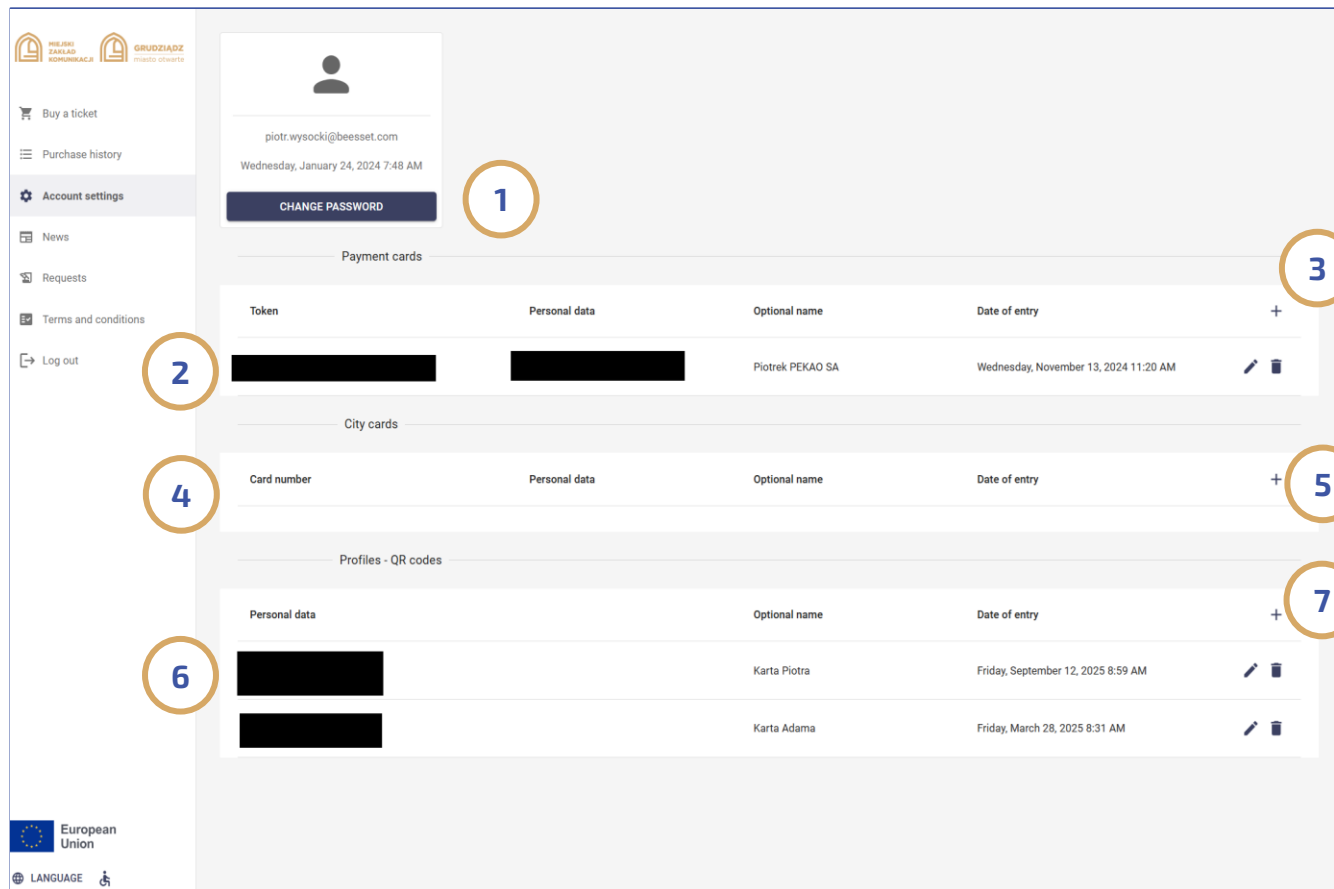
Nośnik	Kanał sprzedaży	Bilet	Cena	Data transakcji	Status transakcji
Piotrek Kod QR	Portal pasażera	30-dniowy Normalny <i>Bilet przed okresem ważności</i>	98.00 PLN	07:27:40 13 listopada 2023	Zrealizowana
86409776896083435 Wirtualna karta miejska	Aplikacja mobilna	Jednorazowy Ulgowy (50%) <i>Bilet nieważny</i>	1.90 PLN	11:59:51 31 października 2023	Zrealizowana
86409776896083435 Wirtualna karta miejska	Aplikacja mobilna	Jednorazowy Normalny <i>Bilet nieważny</i>	3.80 PLN	11:53:38 31 października 2023	Zrealizowana
86409776896083435 Wirtualna karta miejska	Aplikacja mobilna	Jednorazowy Normalny <i>Bilet nieważny</i>	3.80 PLN	20:16:50 30 października 2023	Zrealizowana
86409776896083435 Wirtualna karta miejska	Aplikacja mobilna	Jednorazowy Normalny <i>Bilet nieważny</i>	3.80 PLN	17:24:56 30 października 2023	Zrealizowana
Piotrek Kod QR	Portal pasażera	30-dniowy Ulgowy (50%)	49.00 PLN	11:34:09 13 listopada 2023	Zrealizowana



The screenshot shows the 'Transakcja' (Transaction) details page. It displays information such as 'Kod QR', 'Kanał sprzedaży', 'Data transakcji', 'Identyfikator transakcji', 'Bilet', 'Data początkowa', 'Data końcowa', 'Cena', and 'Zrealizowana'. Numbered callouts indicate: 1. Transaction ID, 2. 'Wystaw fakturę' (Issue invoice) button, 3. 'Wydruk kodu QR' (Print QR code) button, 4. 'Zwrot biletu' (Return ticket) button, and 5. 'Złóż reklamację' (File a complaint) button.

Clicking on a transaction displays its details (1). After expanding the transaction details, the passenger can request, among other things: for a purchase invoice (2), download a purchase confirmation (3), return the ticket (4) – if the ticket validity date has not yet started, or file a complaint (5). The described options for the mobile version of the portal are available in the menu in the upper right corner of the screen

Note: If the virtual Grudziądz City Card in the mobile application is assigned to the same account on the passenger portal, the purchase history from this application will also be visible on the portal.

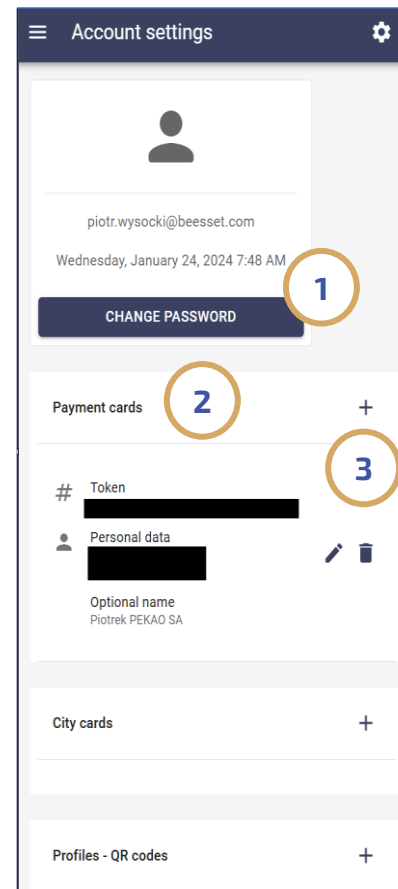


Desktop view of the Account settings page. The page is divided into a left sidebar with navigation links and a main content area. The main content area has a header section with a user profile and a 'CHANGE PASSWORD' button (1). Below this are three sections: 'Payment cards' (2), 'City cards' (4), and 'Profiles - QR codes' (6). Each section contains a table of data and a '+' icon to add new items (3, 5, 7). The 'Payment cards' table has columns for Token, Personal data, Optional name, and Date of entry. The 'City cards' table has columns for Card number, Personal data, Optional name, and Date of entry. The 'Profiles - QR codes' table has columns for Personal data, Optional name, and Date of entry. The footer includes the European Union logo and a language selection link.

Token	Personal data	Optional name	Date of entry	
[REDACTED]	[REDACTED]	Piotrek PEKAO SA	Wednesday, November 13, 2024 11:20 AM	[+]

Card number	Personal data	Optional name	Date of entry	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[+]

Personal data	Optional name	Date of entry	
[REDACTED]	Karta Piotra	Friday, September 12, 2025 8:59 AM	[+]
[REDACTED]	Karta Adama	Friday, March 28, 2025 8:31 AM	[+]



Mobile view of the Account settings page. The page is divided into a top header with a menu icon and a settings icon, and a main content area. The main content area has a header section with a user profile and a 'CHANGE PASSWORD' button (1). Below this are three sections: 'Payment cards' (2), 'City cards', and 'Profiles - QR codes'. Each section contains a table of data and a '+' icon to add new items (3, 5, 7). The 'Payment cards' table has columns for #, Token, Personal data, and Optional name. The 'City cards' table has columns for Card number, Personal data, Optional name, and Date of entry. The 'Profiles - QR codes' table has columns for Personal data, Optional name, and Date of entry. The footer includes the European Union logo and a language selection link.

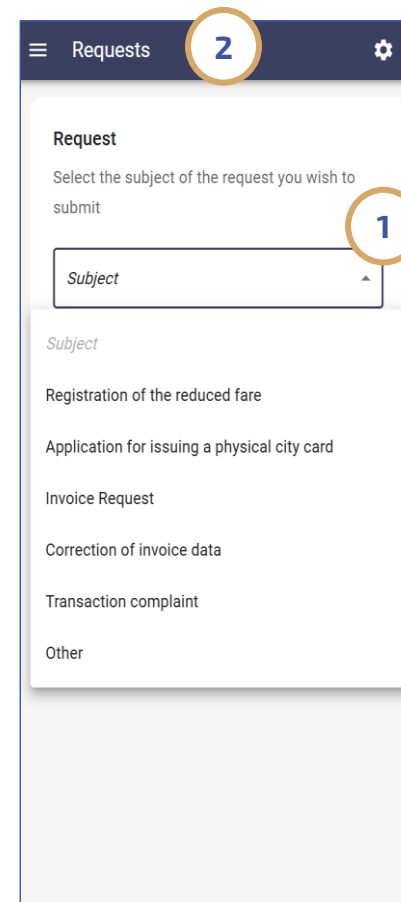
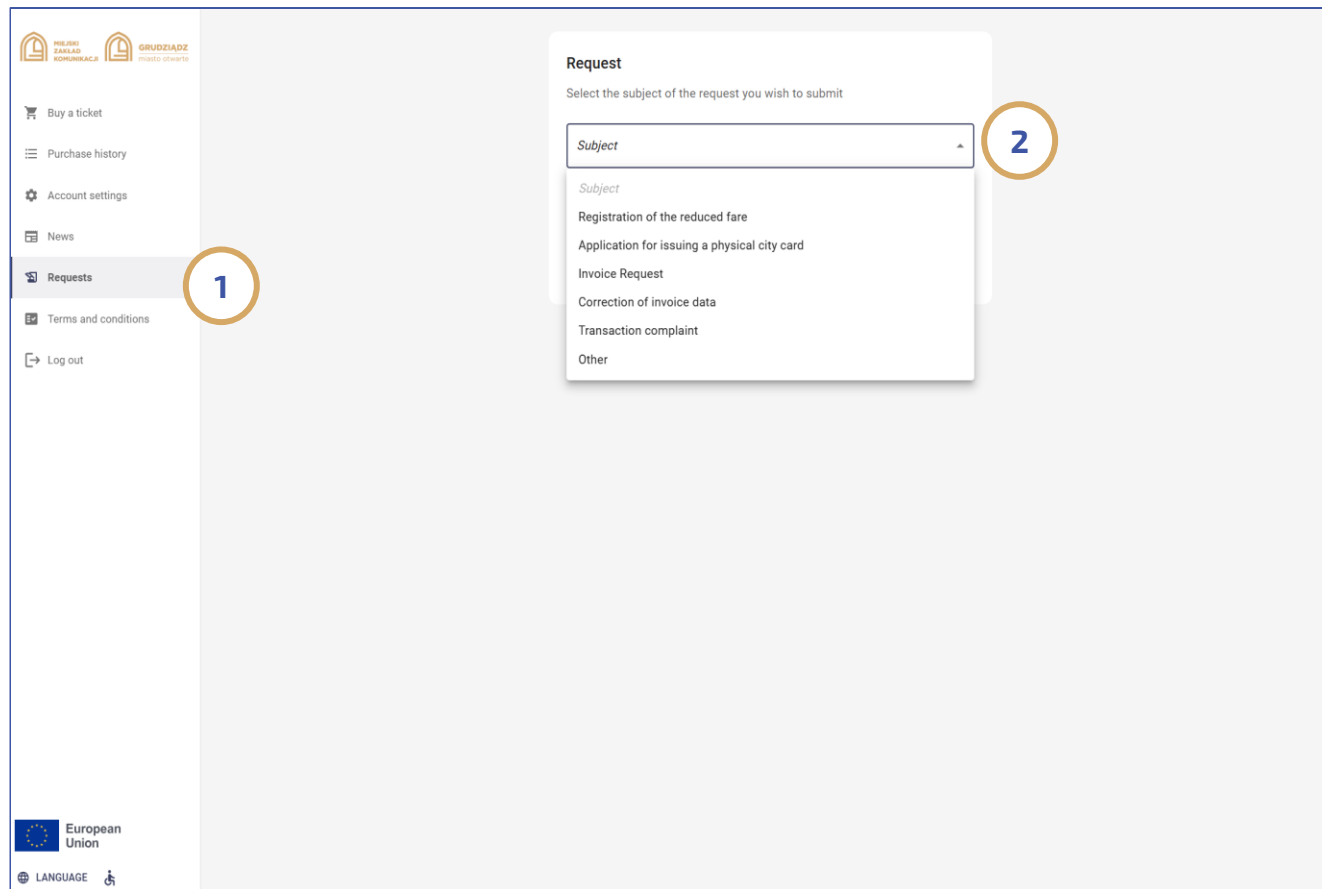
#	Token	Personal data	Optional name	
[REDACTED]	[REDACTED]	[REDACTED]	Piotrek PEKAO SA	[+]

Card number	Personal data	Optional name	Date of entry	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[+]

Personal data	Optional name	Date of entry	
[REDACTED]	Karta Piotra	Friday, September 12, 2025 8:59 AM	[+]
[REDACTED]	Karta Adama	Friday, March 28, 2025 8:31 AM	[+]

In the "**Account Settings**" option, the account owner can change the password (1) and assign and manage the media assigned to the account:

- Payment card (2) and adding a new card via the "+" icon (3)
- City Card (4) and adding a new card via the "+" icon (5)
- Personal data (6) - ticket in QR code and adding new data via the "+" icon (7)



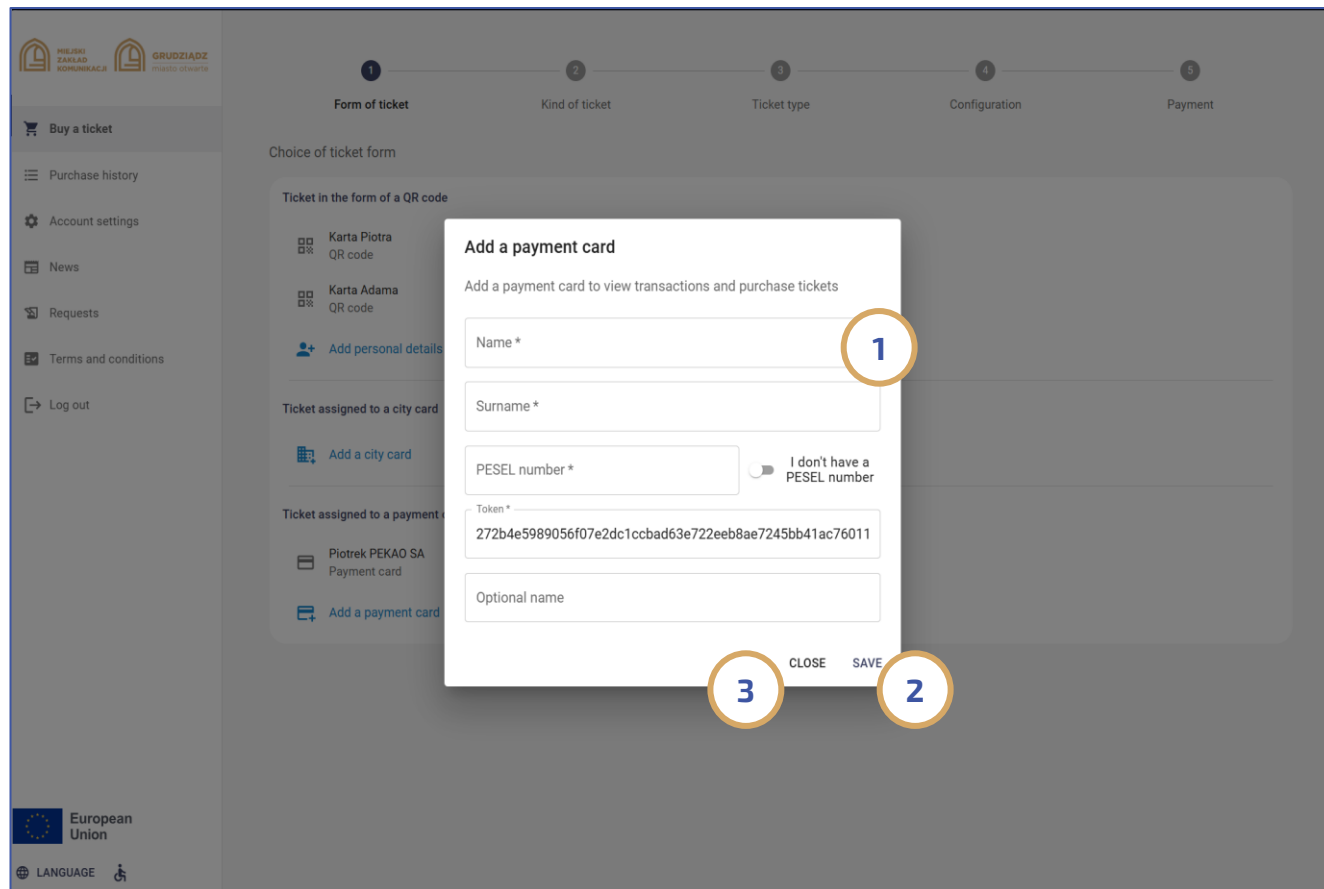
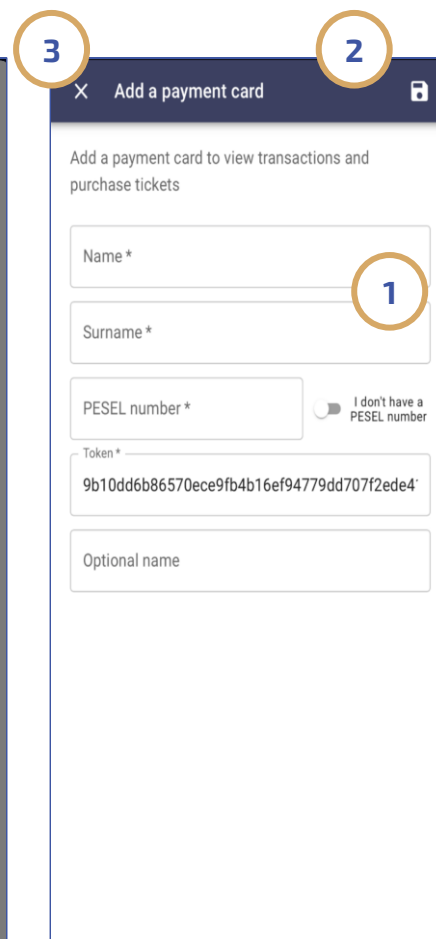
An important element of the portal in the part requiring logging in is the extensive application module - the "**Applications**" tab (1).

A user logged in to the portal has the following six applications (2) at their disposal:

- Discount registration – the ability to apply for discount entitlement, thanks to which the passenger will not have to prove his/her identity during inspection;
- Application for issuing a physical city card;
- Application for issuing an invoice – applies to purchases made;
- Application for correcting data on an invoice – applies to purchases made;
- Complaint about a transaction – concerning purchases made;
- Other;

Each time a copy of the application is sent to the e-mail address provided by the passenger

- email

Passengers who would like to view their transaction history at the validator, request invoices for tickets paid at the validator, or file a complaint for journeys made with a contactless payment card should assign their card to their account on the portal (account settings tab). For virtual payment cards , e.g., on a phone or watch (e.g., Apple Pay, Google Pay, or Garmin Pay), the described tokenization procedure can only be performed at Passenger Service Points or at new validators (**Menu -> Additional Options**).

After completing the described tokenization and logging back into the passenger portal, a screen appears informing them of the registration of a new card in the portal account. In this case, the user should assign passenger data (1) and then confirm (2) the registration. In the event of an error, the card registration should be rejected (3).