

# T&R **HOT ISSUES** Bulletin

*This Bulletin replaces the Revenue section of the Traffic Circular and is required reading for all Station and Revenue Control staff. Upon publication, Late-Turn Station Supervisors must ensure that sufficient copies are printed and made available to all staff.*

**Issue No: 41-17**

**Issue Date: Friday 13 October 2017**

## Section 1 – GATELINE ISSUES

[Click here](#) 

*Recipients reading the Hot Issues Bulletin on their iPads or PCs are advised that many articles now have embedded links to allow easy access to useful reference documents. Simply click or touch on each link to activate.*

### FREEDOM PASS HOTLISTING

**NEW**

London Councils have recently conducted a National Fraud Initiative check on deceased Freedom Pass holders. As a result, around **7,500 cards** are to be added to the hotlist, along with around 2,500 cards that have been reported lost or stolen.

From **Wednesday 11 October** details of 1,000 cards will be added to the hotlist twice a week (Wednesdays and Thursdays) over a five week period and prioritised according to most recently used.

As over half the cards haven't been used for a year or longer so the impact of hotlisting these volumes across the system shouldn't be too great.

As with all Oyster cards, any customers whose Freedom Pass is rejected at a gate and showing **Reject Codes 30 or 70** (unreadable / invalid) due to the card being disabled must be advised to;

- **buy another ticket / use another Oyster card or contactless payment card to travel.**
- **ask the Freedom Pass holder to contact their relevant London Council and arrange for a replacement pass if applicable.**



Any changes to these instructions will be communicated to stations in the Hot Issues Bulletin. Please **do not** accept any letters or internet printouts pertaining to be from the London Councils as an authority to travel.

## TICKET & OYSTER CARD WALLETS

NEW

Station staff are instructed not to leave plastic ticket and Oyster card wallets in areas of the ticket hall, such as on top of POMs, where customers are able to help themselves to them.

Concerns have been identified about the number of these wallets that are ending up as litter in the streets and drainage systems and the last lasting effects that plastic causes to the environment.

Only a small supply of wallets should be kept in ticket halls in staff only areas such as the Glap and should be only given to customers upon request.

Stations that have accumulated large stockpiles of ticket wallets must arrange for future deliveries to be suspended using the Ticketing Consumables eForm via Mi-Apps.



## OLD £1 COIN NO LONGER LEGAL TENDER

NEW

Station and Revenue Control staff are advised that the old "round pound" will no longer be legal tender from **Sunday, October 15 2017**.

After this date, businesses will no longer be obliged to accept the old £1 coin, however most high street banks, building societies and post offices will still exchange them, although some may only offer this service to existing account holders.

Final devices will be upgraded to not accept old £1 coins on Sunday 15 October. Any old £1 coins removed from devices before this must be treated the coins as **VALID** currency.



Old £1 coins are no longer accepted by the Cash Handling Device, but as these coins are only likely to be in small amounts they can be either banked as loose coin in a counted bag (up to a maximum of £5) or included in a **RED** Bulk Coin Bag of mixed old and new £1 coins.

After 15 October only new £1 coins should be received and must be banked in the new **PURPLE** bulk coin bags.

## LONDON OVERGROUND – TATTs AND TICKET IRREGULARITY RECEIPTS

NEW



A number of recent enquiries have been received from station staff regarding customers who have presented them with London Overground versions of the;

- ← ● Temporary Authority to Travel (TATT) receipt or
- Ticket Irregularity Receipt →

and have requested access through the gateline in order to travel on LU.

**London Overground TATTs and Ticket Irregularity Receipts are not valid for travel on London Underground services.**

LOROL London Overground Ticket Irregularity Receipt	
Date (dd/mm/yyyy)	Time (24hr clock)
Ticket/Oyster/Document no. & PAYG Balance (if applicable)	
Journey From	
Journey To	
Questioned / Withdrawn at / nr	
Title Adult/Child (sub if applicable)	
Passenger First/Last Name	
Inspector Signature / Badge no.	
<small>This receipt is your acknowledgment that ticket/oyster/document, no. has been withdrawn and/or you have been questioned due to a ticket irregularity. If you have not completed your journey please present this receipt if asked to do so by a member of railway staff or authorised agent. Your journey must be completed within 150 minutes from the time issued. The railway company will be in contact by post in due course. (For use on London Overground Services only)</small>	
Receipt no. 2525	(It is an offence to alter or misuse this receipt)

The TATTs are issued at London Overground stations when ticket issuing facilities are not available at that location and only allows the customer to travel to another designated London Overground interchange or destination station, where they can purchase the product they need.

Ticket Irregularity Receipts are issued when a customer's ticket has been withdrawn due to a suspected ticketing irregularity offence and allows them to complete their London Overground journey.

Customers presenting either of these items at a London Underground gateline must be advised to buy another ticket or use an Oyster card / contactless payment method if they wish to travel on LU.

## OYSTER ONLINE AND CONTACTLESS WEB SERVICES MAINTENANCE

NEW

Station and Revenue Control staff are advised that due to system maintenance work, both Oyster online and Contactless web services will be unavailable to customers between **20:00 hours on Tuesday 17** and **06:00 hours on Wednesday 18 October 2017**.

There will not be any impact on POMs, gates or TOM/SAFs, which will continue to operate normally. Revenue Control RIDs, the Staff Oyster Helpline and the Failed Card Portal are also unaffected.

## BLACKWALL TUNNEL CLOSURE – BUS ROUTE 108

NEW

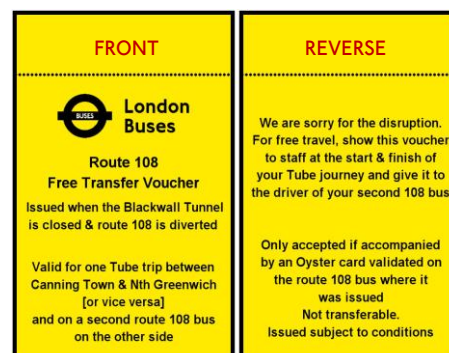
Advance notice is given to Station and Revenue Control staff that on the **night of Saturday 21** and **morning of Sunday 22 October 2017** the Blackwall tunnel will close for floodgate testing.

On this date, this work will directly affect bus routes 108 and N108, which as a consequence will operate in two sections:

- **Lewisham – North Greenwich** and **Canning Town – Stratford**.

Customers using this bus service will temporarily be able to travel free on the Jubilee Line between North Greenwich and Canning Town;

- **If the customer has PAYG, Contactless, or a Bus & Tram Pass on Oyster, they must “touch in” on the bus card reader as usual. If they then wish to travel on both sections of route 108/N108, they will be issued by the driver with a special ‘yellow’ Transfer Voucher (shown above) at the North Greenwich or Canning Town terminus.**



Gateline staff at North Greenwich and Canning Town (following a visual inspection of the Transfer Voucher) must allow customers through the gate between the hours of **24:00** and **09:00** hours. At the end of their Tube journey the voucher **must not** be retained by staff, as customers will need to show it to the bus driver for the second stage of their bus journey.

## WORLD FOOD DAY – MASTERCARD CONTACTLESS PROMOTION

NEW

Between the dates of **Monday 16 October** and **Sunday 05 November**, MasterCard will donate a school meal for every PAYG journey made using a contactless MasterCard payment card, or a MasterCard added to Apple Pay, Android Pay or Samsung Pay.



Monday 16 October, is **World Food Day** and each completed journey will provide a school meal for a child in need, through MasterCard's partnership with the World Food Programme (WFP). This is the first campaign of its kind on our network.

Gateline staff who are approached by customers who have questions relating to this promotion should be advised to contact MasterCard.



## PED INFILL BLOCKS

REPEAT

Cubic have now completed the retrofit of all missing infill blocks from POMs that have been fitted with the new PED.



Any stations where the PED infill block is still missing need to advise [David Nix](#) by email as soon as possible, so that arrangements can be made for Cubic to revisit and refit any blocks that have been missed or removed.

Cubic will now transfer the current stock of insets to their maintenance team so that they can retrofit any reported insets in a timely manner

## FASTER UNIVERSAL LOAD (FUL) GOES LIVE ON BUSES

**REPEAT**

Stations and Revenue Control staff are advised that from the night **Wednesday 11 October**, Faster Universal Load on Buses will go live for Oyster online customers, allowing customers to pick-up products as they touch on Bus card readers.

Further details of the launch and other useful information can be found in [Ticketing & Revenue Update 103](#).



## PROCEDURAL CHANGES SINCE LAST T&R BOOK UPDATES

**ONGOING**

The table below shows sections of the current editions of the T&R Books which have been superseded by revised instructions, with a cross reference to documents where the change was communicated.

Nature of change	Book & Section affected	Effective date	Reference document
Introduction of National Rail Digital Railcards	Book 2 / Book 8	08-08-2017	<a href="#">HIB 32-17</a>
Bankcard acceptance (for POMs with PED Upgrade)	Book 5, Section 3.1	09-04-2017	<a href="#">HIB 23-17</a>
New NR Staff Travel Card	Book 2, Section 5	01-04-2017	<a href="#">HIB 21-17</a>
Metropolitan Police – Seconded Oyster card	Book 8, Section 10.1	24-04-2017	<a href="#">HIB 19-17</a>
Non-chip bank cards no longer acceptance	Book 5, Section 3.3	05-05-2017	<a href="#">HIB 18-17</a>
BTP Staff Oyster Cards	Book 8, Section 10.1	15-03-2017	<a href="#">HIB 10-17</a>
T&R App replaces Ticketing Consumables Form	Book 5, Section 1.7	27-03-2016	<a href="#">HIB 12-16</a>
T&R App replaces Missed Collection form	Book 7, Section 7	27-03-2016	<a href="#">HIB 12-16</a>

## TICKET ACCEPTANCE & GATELINE SETTINGS

**ONGOING**

Please note

- Customers and staff are not permitted to board or alight at any other stations other than those listed.
- Instances where both LU and TOC sections are quoted as accepting each others tickets, refers to travel on Replacement Bus Services.
- Further information about weekend closures can be found on the LU Intranet; [http://luintranet.tfl/ops\\_maintenance/helping\\_customers/1530.html](http://luintranet.tfl/ops_maintenance/helping_customers/1530.html)



## ACCEPTANCE OF TOC TICKETS AND PASSES ON LU SERVICES DURING PLANNED ENGINEERING WORKS

**ONGOING**

LU will accept all NR paper tickets from the relevant Train Operating Companies listed in this section as per the dates, times and stations shown. TOC staff passes should also be accepted where indicated.

Customers using PAYG will be required to pay the appropriate fare for the journey they are making. Tickets being accepted will generally not work the automatic gates, so the holders should be passed through the manual gate following a visual check for validation.

TOC	National Rail Suspension	Dates and times	LU stations at which NR tickets are to be accepted	Ticket Types
<b>south eastern.</b>	Thameslink and Southeastern (Cannon Street services) not calling at London Bridge	Ongoing until Mon 01-01-18	Charing Cross, Blackfriars*, Elephant and Castle*, London Bridge* and Cannon Street. DLR between Greenwich and Lewisham	Customer and Staff
<b>Thameslink</b>			Elephant and Castle*, Blackfriars* and London Bridge*	
<b>GWR</b>	Paddington to Ealing Broadway	SOT Sat 14-10-17 to COT Sun 15-10-17	Baker Street, Paddington, Piccadilly Circus, North Acton, Ealing Broadway, Hillingdon, Hammersmith, Notting Hill Gate	Customer and Staff
<b>south eastern.</b>	New Cross to Cannon Street	SOT Sun 15-10-17 to COT Sun 15-10-17	Victoria, Cannon Street, Charing Cross, Waterloo, Southwark, Bank, Monument, London Bridge, North Greenwich	Customer and Staff

(\*) If indicated next to station name - Please note that inter-availability agreements already exist on these routes.



Examples of National Rail Staff passes and accompanying Photocards can be found in [T&R Book 8](#) along with their normal validity and conditions of use on LU services.



## ACCEPTANCE OF LU TICKETS AND PASSES ON TOC SERVICES DURING PLANNED ENGINEERING WORKS

ONGOING

*There are no planned engineering works over the next 7 days which require acceptance of LU tickets on NR services.*

## PLANNED EOSI SETTINGS ON LU GATELINES

ONGOING

*There are no partial or full suspensions over the next 7 days which require Emergency Out of Station Interchange gateline settings to be applied on LU gatelines.*

## PLANNED EOSI SETTINGS ON NR GATELINES

ONGOING

*There are no partial or full suspensions over the next 7 days which require Emergency Out of Station Interchange gateline settings to be applied on NR gatelines.*

## PLANNED CROWD CONTROL SETTINGS ON LU GATELINES

ONGOING

Over the next 7 days gateline settings will be applied on London Underground gates at stations within the areas below on the dates and times indicated.

Line	Area affected	Reason	Start time and date		End time and date	
NORTHERN	CAMDEN TOWN – settings applied at Chalk Farm and Mornington Crescent	Crowd control	04:30	Sat 14 Oct	02:30	Mon 16 Oct
VICTORIA	SEVEN SISTERS – EOSI set for duration of escalator works	Crowd control	Started		Until further notice	

\* Please note that gateline settings are subject to late changes.



## Section 2 – TICKETING & SECURE SUITE ISSUES

### MANUAL HANDLING POSTERS

NEW

The recent inspection of a number of secure suites has revealed that a number of Manual Handling posters that are required to be displayed on the rear door of POMs, are either missing or to be too scratched or damaged to be of any use to staff.

There must be a minimum of one poster in each secure suite.

Replacement posters can be ordered using the Ticketing Consumables eForm, which is available via Mi-Apps.

Instructions for applying Manual Handling posters are available in the POM section of the T&R Intranet pages or by [clicking here](#).



### FAILED CARD PORTAL

REPEAT

From **Thursday 12 October** the Failed Card Portal facility was extended to include the further **45** TSID card holders who had completed the module "[My role in privacy and data protection](#)" prior to Saturday 30 September 2017.

The Failed Card Portal allows station staff access to Oyster card details as well as limited access to customer data when they have to replace a failed Oyster card for a customer and will no longer need to call the Staff Oyster Helpline (SOHL) to verify the Oyster Card details.



Staff are reminded that although the new app is a useful additional tool, it should be only used as a last resort when dealing with failed Oyster cards.

## STAFF OYSTER HELPLINE ACCESS

NEW

The Staff Oyster Helpline (SOHL) has been further updated to include another **105** staff who completed their TMS assessment and had their TSID card issued before **30 September 2017**.

Staff who have recently had their TSID cards activated will be added to the database in future updates scheduled at fortnightly intervals.



## Section 3 – STATION ISSUES



### ELECTRICAL TESTING OF TICKETING EQUIPMENT

ONGOING

As part of a rolling programme of electrical testing, CTS will be visiting the station(s) on the dates shown in the table below, to undertake testing of devices and the power circuits supplying them ↓

On the first night CTS will test gates and other assets that do not need to be prepared by station staff prior to their arrival.

The CTS team leader will liaise with the Supervisor and advise of any POMs to be tested on subsequent nights to ensure that cash and vaults are removed in advance.

	Date	Stations
	Sun 15 – Wed 18 Oct	RUISLIP MANOR
	Thu 19 – Tue 24 Oct	EASTCOTE

### MFM BANK NOTE ACCEPTOR (BNA) UNIT SWAP-OUTS

NEW

Following feedback from a number of stations where MFMs have suffered high levels of note handling unit failures since the introduction of the polymer £5 note, Cubic will be replacing the note handling units on a number of MFMs fitted with the Bank Note Acceptor (BNA) unit over the next week.

During the next week, the following devices will have their Note Handling Units replaced on the dates shown in the table on the right.

Station	MFM	Date
BAKER STREET (Bakerloo)	32	Mon 16 Oct
EUSTON SQUARE	30	
BAKER STREET (Metropolitan)	30	Tue 17 Oct
HARROW ON THE HILL	31	
CHANCERY LANE	30	Wed 18 Oct
FARRINGDON	31	
ST JAMES PARK	32	Thu 19 Oct
ST PAULS	30	

The work will be undertaken during traffic hours (between 10.00 and 16.00 hours) and will require each of the devices to be dumped and emptied of all cash when the engineer arrives on site. This will need to be completed before the Cubic engineer can perform the replacement. The MFM will need to be re-floated with coin to return to change giving mode after completion of the work.



*Following completion of this upgrade, we would be grateful for observations of staff at the stations concerned, particular with regards to any issues they note including ones this release is attempting to address and any customer feedback ([Click Here](#)).*

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### P-GATE DUMP VALVE REPLACEMENT (PRE-INSTALLATION WORK)

UPDATED

Following an initial Vanguard and as part of ongoing improvement and upgrade works, Cubic are planning to replace the air main and dump valves at all stations which have Pneumatic (P) gatelines.

The Dump Valve is a piece of equipment often located either in the Upper Machine Chamber (UMC) or within the bottom of the Ticket Hall SCU (THSCU) cabinet and causes the air supply to be removed from all of the gates in the event of an Emergency Open (EMO) activation taking place.

As the air supply keeps the gates in the 'closed' position, the EMO activation will cause all gates to open and remain open until the air supply has been restored.

Station	Location	Date
WATERLOO (Main)	UMC, Ticket Hall	Tue 17 Oct
GOODGE STREET	THSCU, Ticket Hall	Wed 18 Oct

This work undertaken during engineering hours, should not directly impact on station staff and visits are as detailed in the table below.

## MFM UPDATE & UPGRADE TO REJECT OLD £1 COINS - DAYS

**NEW**

We are now very close to completing the upgrade of the last of our MFM's fitted with Bank Note Acceptor (BNA) units. The remaining stations, will as with the previous AFM programme be completed during traffic hours (between 10.00 and 16.00 hrs). We aim to complete all devices by Sunday 15 October.

This upgrade requires the devices shown to be dumped and emptied of all cash when the Cubic engineer arrives on site. Each device will need to be re-floated by a TSID card holder to return it to full "Change giving" mode after the work has been completed.

- On MFM's fitted with BNRs, this upgrade will reconfigure the note recyclers so that polymer £10 notes will be stored on the higher capacity recycler and will then be dispensed as change or when making a refund in preference to paper £10 notes, which will now be stored on the smaller capacity recycler unit.
- MFM's fitted with BNAs will no longer accept old paper £5 notes.

The following devices will be upgraded on the days shown.

Station	MFM	Station	MFM	Station	MFM	Date
OXFORD CIRCUS (Main)	30†	WATERLOO (Main)	30†	HOLBORN	30†	Sat 14 Oct
OXFORD CIRCUS (Remote)	32†		31†		31†	
	33†	WATERLOO (Colonnade)	30†	TOTTENHAM COURT RD	31†	
PICCADILLY CIRCUS	30†		31†		32†	
	31†	WATERLOO (Assist)	33†	CHARING CROSS (Strand)	30♦	
LAMBETH NORTH	30♦		30♦	CHARING CROSS (Traf Sq)	31♦	
WESTMINSTER	30†	KNIGHTSBRIDGE (East)	35♦	HYDE PARK CORNER	30♦	Sun 15 Oct
ELEPHANT & CASTLE (Bak)	30♦	KNIGHTSBRIDGE (West)	31♦	TOTTERIDGE & WHETSTN	30♦	
ELEPHANT & CASTLE (Nor)	31♦	WEMBLEY PARK (Stadium)	30♦	OAKWOOD	30♦	
		WEMBLEY PARK (Bridge Rd)	31♦	ARNOS GROVE	30♦	
CLAPHAM SOUTH	30♦	CANARY WHARF (West)	32♦	LOUGHTON	30♦	
CLAPHAM COMMON	30♦		30♦	BLACKHORSE ROAD	30♦	
CLAPHAM NORTH	30♦	CANARY WHARF (East)	30♦			
OVAl	30♦	KENNINGTON	30♦			
Key to MFM note unit type		♦ - Bank Note Acceptor (BNA)		† - Bank Note Recycler (BNR)		

Once upgraded, MFM's will no longer accept old £1 coins or old paper £5 notes. Any old £1 coins found in the device when it is dumped ready for the upgrade must be accounted for as **Valid currency** when recording the POM service on the SAF, but as these will not be accepted by the CHD will need to be banked separately.

These should only be in small amounts and can be banked as loose coin in a counted bag, or included in a **Red** bulk coin bag of mixed £1 coins.

## QBM CHIP & PIN UNIT UPGRADE

**UPDATED**

Following an initial Vanguard, Cubic have been given approval to rollout the new PED to all other QBMs.

The devices listed will be upgraded on the dates shown in the table to the right ➔.

The work undertaken during engineering hours, involves the swapping of the current device with an upgraded unit, rather than the engineers fitting new components to the existing machine.

On completion of the work customers will be able to use the new unit from start of traffic the following morning.

The new PED is noticeably different to existing units, with the keypad and screen installed separately to the card reader which is now flush to the front of the device, making it difficult to attach a skimming device and conspicuous if anyone does try to. The new units also no longer read magnetic bankcards.

The QBM upgrade will also see some other major changes being implemented:

Station	QBM	Date
WEST HAMPSTEAD	†39	Sun 15 Oct
FINCHLEY ROAD	39	
WEMBLEY PARK	39	Mon 16 Oct
WILLESDEN GREEN	39	
CANADA WATER	39	Tue 17 Oct
BERMONDSEY	39	
EAST HAM	39	Wed 18 Oct
UPTON PARK	39	
CANNING TOWN	39	Thu 19 Oct
PLAISTOW	39	
Renumber as	† - QBM 19	

- New device PC
- New larger screen (same as AFM)
- Hardware modification to receipt printer
- Revised signing on arrangements using Staff Oyster rather than magnetic TSID card
- Green light on new PED card reader will now only illuminate when bankcard payment is available and the payment screen is displayed after selection of a product (as on MFM)
- Software on Windows 7 operating system
- Audible tones when screen pressed (as on AFM)
- Maximum Bankcard limit increased to £750

To sign on to the modified QBM, TSID card holders will now;

- ❖ Present their Staff Oyster card to the RTD
- ❖ When pink sign-on screen appears, enter TSID PIN

The upgraded QBM does not have the staff functions that appear on the AFM and MFM and holders of restricted CSID PINs will not be able to sign on to the device.



*Following completion of this upgrade, we would be grateful for observations of staff at the stations concerned, particular with regards to any issues they note including ones this release is attempting to address and any customer feedback ([Click Here](#)).*

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