



UNDERGROUND

the Ticketing & Revenue Update 83

MARCH 2015



AN EASTER OFFERING

The last month has seen further delays to a number of our projects and we have had to again hastily rewrite a number of the articles to reflect revised implementation dates. However at the second attempt, a major update of base data last weekend saw a number of important changes to our POMs and the early implementation of a number of items originally due to form part of the May Fares Revision. Full details of these changes appear on **Page 5**.

Also inside this edition, we take a preview of some of the main changes that are due to be implemented in two separate revisions during May on **Pages 2 to 4**.

Those of you that read the press coverage about LU and TfL may have seen some recent stories around Off Peak capping and the Mayor's announcement on **Friday 20 February 2015**, that TfL would be offering automatic refunds to certain customers.

Since the January 2015 Fares Revision when the Z1-6 Off Peak cap was withdrawn, many of our customers have benefited from cheaper travel. However, a small number of customers travelling after 09.30, but entirely within Zones 4-6 have seen a significant increase in their daily price cap.

In reaction to this TfL have announced that from **Monday 30 March 2015**, a new automatic refund will be given to all Off Peak PAYG users who regularly now pay more than the 2014 Z4-6 Off Peak cap.

To be eligible for these automatic refunds, customers would have to have reached the Zone 4-6 Off Peak cap on:

- **Two or more days within the same week**
- **Four or more days within a two week period**
- **Eight or more days within a four week period**

The week will be reviewed on a fixed Monday to Sunday basis in line with weekly capping for contactless payment cards.

Payments will generally be made a couple of weeks in arrears so the first payments for travel in week commencing Monday 30 March will be made on **Friday 10 April 2015**. Any customers that would have qualified for a refund during January, February or March will be paid a retrospective refund during April.

For Oyster users the refund will be made automatically to their card when touching in or out at the station they use most frequently. PAYG users using contactless payment cards will have their refund credited to the associated card account.



IN THIS EDITION

IN THE NEWS

Pages 1-7 → May Fares Revision
Preview → Methods of payment
→ 2015 London Marathon →
POM Screen changes → ITSO →
New Oyster cards → contactless
payments

PROJECT UPDATES

Pages 14-19 → More WAGs →
E2 Gate lid → EI and LCP3
upgrades → Cash Handling
Devices → NHU faults →
TOM/SAF upgrade → TOM
problems

SPECIAL FEATURE

Pages 8 → November 2014
Fraud Survey

AND FINALLY

Page 20 → Oyster fraud update
→ Looking ahead to TRU84

ASK OLLY!

Pages 9-11 → More of Your
letters answered

TRIVIA – Pages 2, 3, 11 & 17
Answers on Page 19

OYSTER EXPLAINED

Page 12-13 → Cancelled, Failed
and Disabled Oyster cards

What's this?
You'll have to
work it out



MAY FARES REVISION

LOOKING AHEAD TO THE MAY FARES REVISION

The next fares revision is scheduled to take place on **Sunday 17 May 2015**. However, the pending takeover of certain NR services currently operated under the Greater Anglia franchise by TfL at the end of May means that other changes will need to be implemented on **Sunday 31 May 2015** as well. As a result, there will effectively be two separate fares revisions in May.

As previously reported, the level of work required by Cubic to meet all of the requirements of the May Fares Revision, the Greater Anglia takeover and other projects has led them to review the phasing of their work. As a result the May changes will effectively be split into four chunks, with some elements linked with future Oyster changes now planned for implementation in July.



The first element, as we reported in TRU82 was scheduled to be completed with some programmed changes on **Sunday 22 March**. However, as we outline in our article on **Page 5**, this was subsequently deferred for six days due to some technical issues and was finally implemented on the night of **Friday 28 March**.

This means that some aspects of our requirements for the May Fares Revision have actually been delivered almost two months ahead of schedule.

Sunday 17 May should effectively be the main date for the implementation of fares changes. However, the splitting of the implementation to take account of the changes we need to make for 31 May, mean that the changes now scheduled to take place on this date will be relatively small.

Nearly all changes related to Oyster have been deferred until 31 May, meaning that Cubic will basically only be implementing a small number of changes relating to magnetic ticketing and NR fares on the first May date. As a result of this, we have deferred publication of revised versions of the T&R Books until the end of May, to align with the more significant changes due to be implemented at the end of the month.

One issue to be aware of is that some fares material produced by Cubic for the 17 May changes will include the re-zoning of Brentwood into Zone 9, even though this particular change is not due to happen until two weeks later. Between 17 and 30 May you will need to continue advising customers to purchase a ticket to Zone B, even though printed literature says it is in Zone 9.



CHILD TRAVEL ON HEATHROW EXPRESS

One change that has recently taken place is that from **Friday 27 March 2015**, children under 16 years can now travel free with a fare paying adult on the Heathrow Express service between London Paddington and Heathrow Airport.

As fares information has not yet been updated to take account of this, TSID card holders and staff assisting customers with ticket purchases, must advise customers who are travelling to Heathrow via the Heathrow Express, with children aged 11-15 only to purchase a child ticket for the LU portion of their journey as far as Paddington.

Children aged under 11 can travel free throughout their journey and therefore do not need to purchase any ticket. There is no change to the ticketing arrangements on the Heathrow Connect service or on LU services to Heathrow.



Heathrow Express

Part I – Linked to the recent changes to child rate travel on Heathrow Express;

Q1) Which category of customers can travel free on National Rail services?

Answers on Page 19

- | | |
|--------------------------------------|---------------------|
| A Children under 5 | B Children under 11 |
| C Children under 11 (if accompanied) | D Children under 16 |

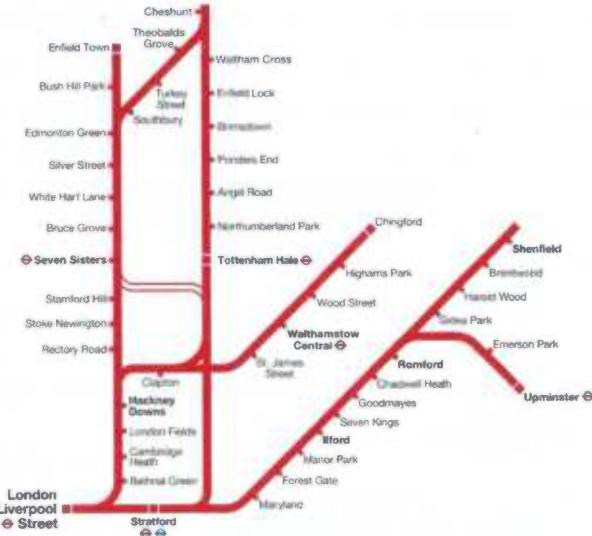


MAY FARES REVISION

FARES REVISION PART II

On Sunday 31 May the following changes are proposed:

- Change of Zone for Brentwood from Zone B to Zone 9. Customers from Brentwood currently holding Zone 1-9B season tickets will be able to apply for a refund once their current season ticket has expired. Holders of magnetic tickets will be required to send in their expired season ticket with their application. Oyster users will just need to complete an application for refund form.
- Change in the printed description of Zone 1-9B Day Travelcards to reflect change in zone of Brentwood station. They will no longer show Brentwood as a printed destination.
- Ability for Oyster card holders to purchase a Zone boundary extension from POMs at stations within Zone 1, by presenting their Oyster card to the reader. This facility will later be extended to include POMs at other stations as well.
- Changes to gate settings at West Hampstead to allow the acceptance of NR Single and Return tickets valid to the destination London Thameslink. This should greatly assist during future NR engineering works, when East Midlands and Thameslink customers are diverted onto LU to complete their journeys.
- Changes to fares structure from the current NR scales to the TfL fares scale on the following Greater Anglia services which are due to transfer to TfL control:
 - Liverpool Street to Enfield Town / Cheshunt (via Seven Sisters and via Tottenham Hale)
 - Liverpool Street to Chingford
 - Liverpool Street to Shenfield
 - Romford to Upminster



These changes will be reflected in an updated version of the PAYG map which will be distributed to stations at the end of May.

- Changes to the fares structures on the above routes will also mean changes to arrangements for Child free travel arrangements. As with other TfL services, free travel will be available to accompanied children under 11 and to those holding a 5-10 Oyster Photocard.
- Acceptance of Staff and Nominee Oyster cards will also be extended to the above routes, but on services between Liverpool Street and Shenfield, this will only apply to services operated under the TfL Rail banner and will not apply to longer distance services which will still be operated by Greater Anglia, even if they call at intermediate stations.
- Changes to printed information on Anytime, Off Peak and Super Off Peak Returns to highlight their validity of the return element as being for one month from date of issue.

The final elements of the May Fares Revision changes are now currently scheduled to take place in July. This will involve a number of preparatory steps towards expansion of the use of Oyster on other modes and we hope to bring you further information on this in TRU 84.

Part 2 – A recent communication sent to us by the Customer Contact Centre enquired about the prices of certain Travelcards going back to the early part of this century. Having dusted off our archive copies of the FRC, we thought it timely when looking forward to the May Fares Revision, to pose a couple of questions on historic ticket prices;



Q2) Ten years ago in 2005, what was the cost of a single journey within Zone 1?

Answers on Page 19

- | | | | |
|---|-------|---|-------|
| A | £1.50 | B | £1.80 |
| C | £2.00 | D | £2.30 |



MAY FARES REVISION

FEWER WAYS TO PAY

In conjunction with the on-going review of methods of payments available at our stations, it is currently planned to withdraw two further methods of payment as part of the May Fares Revision changes. To tie in with the publication of updated versions of a number of the T&R Books, from Sunday 31 May we will no longer be accepting:



- NR Travel Warrants
- NR Travel Vouchers



Following this, we are planning to finally withdraw cheque acceptance from all LU stations as part of the September Fares Revision changes.

We currently only accept Company, Government and Building Society Counter cheques for purchases of monthly or longer period Season tickets on Oyster cards.

The proposed change reflects the continued trend within the retail sector not to accept payment by cheque and some fraud concerns regarding the use of company cheques. Most other Train Operators have already ceased accepting any type of cheque and Travel Information Centres will stop from 01 April.



In advance of this change taking place TSID card holders should advise customers using cheques that the facility will be withdrawn in September. If stations receive significant numbers of cheques from certain companies, we will arrange for TfL to write to these companies, if details are provided to the T&R Team.

LONDON MARATHON



This year the 35th London Marathon, sponsored by Virgin Money, will take place on Sunday 26 April 2015.

As with previous events, TfL will be offering free travel on the following services;

From start of traffic to 18:30 hours on;	Race Officials and Runners showing their official running number (1), course pass (2), or bib (3).
UNDERGROUND DLR OVERGROUND	① ② ③ While all running numbers show the same sponsor logos top and bottom, the digit and background colours will vary. Elite athletes' running numbers will also display their name.
From 04:30 to 18:30 hours on;	St John Ambulance volunteers who are on duty, in uniform and showing their ID card
BUSES TRAMS	Name goes here Department: Events Expiry date: 12/02/2016

Selective Auto-Completion will be applied to all gates and Passenger Validators at the following stations from the start of traffic until 17:00 hours;

B	BERMONDSEY BLACKFRIARS CANADA WATER CANARY WHARF CANNON STREET	CHARING CROSS EMBANKMENT GREEN PARK LONDON BRIDGE MANSION HOUSE	SOUTHWARK St JAMES PARK TEMPLE TOWER HILL VICTORIA	WATERLOO WESTMINSTER WHITECHAPEL
DLR	BLACKWALL CANARY WHARF CROSSHARBOUR CUTTY SARK HERON QUAYS	ISLAND GARDENS LIMEHOUSE MUDCHUTE POPLAR SHADWELL	SOUTH QUAY TOWER GATEWAY WEST INDIA QUAY WESTFERRY WOOLWICH ARSENAL	ROOTHERHITHE SHADWELL SHOREDITCH HIGH ST SURREY QUAYS WAPPING
NR	BLACKFRIARS BLACKHEATH CANNON STREET	CHARING CROSS GREENWICH LIMEHOUSE	LONDON BRIDGE VICTORIA WATERLOO	WATERLOO EAST WOOLWICH ARSENAL



POM SCREEN CHANGES

A base data load was scheduled to take place on Sunday 22 March which was due to implement the latest batch of POM screen changes. This included a mixture of rectification of previously highlighted defects, correction of some translation issues and some additional functions, which were included within or requirements for the May Fares Revision.

As reported in TRU82, Cubic had indicated that rather than trying to implement all of the May changes at the time of the Fares Revision, they would prefer to implement some of the POM related issues early, in conjunction with other work.

Unfortunately, the planned update on Sunday 22 March was postponed at the last minute due to an issue that was identified in an unrelated base data upgrade for event tickets issued by Travel Information Centres. At the late stage this issue was identified, it was not possible for Cubic to decouple this from the other base data changes that were ready to be loaded onto the system.

The issue was resolved during the following week and a further emergency base data update was made on the night of Friday 27 March, to take effect on our devices from start of traffic on Saturday 28 March.

The main changes to be aware of are;

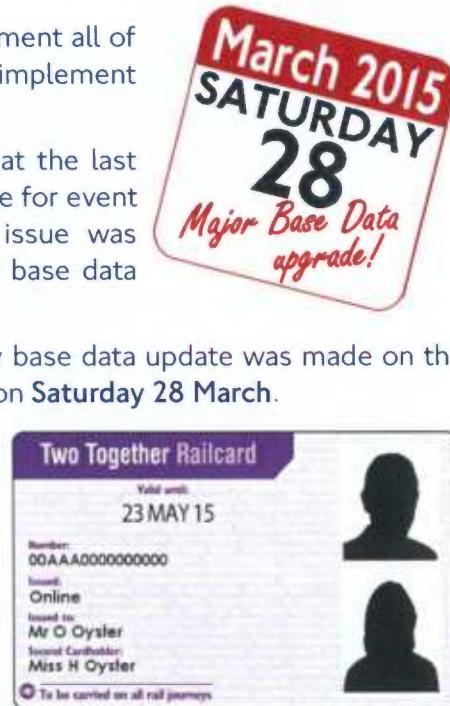
- **NR Railcards** - As reported in TRU82 the new **Two Together** Railcard has been added to the POM screens and will allow the purchase of two Discounted Day Travelcards or NR tickets to be purchased.

The POM screens will now show the names of the different types of Railcard as text, rather than showing an image for each Railcard type.

In conjunction with this change, CTS have also corrected the maximum group size for a number of other NR Railcards. A number of eagle eyed station staff had highlighted differences in the group size allowed on the POM and that set out in the T&R Books.

The changes will also see the correction of the maximum duration that can be set for certain discount entitlements on Oyster. Again we have had quite a bit of feedback since the changes to NR Disabled Persons Railcard, highlighting that it was not possible to set the Disabled Persons discount for the full period the railcard is valid, but this should now have been resolved.

- **Group Day Travelcard** – The new Group Day Travelcard has been added to POM screens
 - **Young Visitor Discount entitlement** – has been added to the list of Oyster discount entitlements that can be set by TSID and CSID PIN holders.
 - ◆ This facility **must only be used at Heathrow T123, T4 and stations within Zone 1**.
 - ◆ The discount must not be set for longer than 14 days
 - **Super Off Peak Day Single and Return tickets** – Customers may now purchase these additional types of NR tickets from POMs at stations where they are available
 - Anytime, Off Peak and Super Off Peak Return tickets – TOMs and POMs will now print these tickets to more clearly show the return journey can be made within a month.
 - Changes to the selection buttons on POM screens and addition of warning screens to prevent issue of Day Travelcards and Travelcard season tickets between 00.01 hours and end of traffic. This change is being made in advance of the launch of Night tube, to avoid the risk of customers buying a Travelcard that is only valid for a maximum of 41/2 hours.



Young Visitor Discount – Available at Zone 1 stations + Heathrow T1 23 / T4



IT'S ITSO!!

Part of the POM upgrades completed at the beginning of the year included some additional functionality for customers to be able to check the products and the last journey made on an ITSO format smartcard.



Unfortunately, we were not made aware of the inclusion of this change to functionality on the AFM and MFM until after it had actually been implemented.

Presentation of an ITSO format card to the POM RTD will now result in a screen showing the products on the card. These are colour coded to identify those valid within the TfL area and other products only valid outside London.

A second screen displays details of the most recent card usage.

The addition of this facility will be helpful for station staff, when presented with an ITSO format card which fails to operate our gates, as our MOVie devices have not yet been upgraded to read ITSO format cards. As outlined in our article on [Page 18](#), the facility to interpret ITSO cards is also due to be added to the TOM in the next software upgrade.

Two London area TOCs, Southern and C2C are now issuing Travelcard and season ticket products on ITSO.

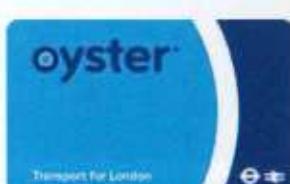


Southern under 'TheKey' branding and C2C under the branding 'Smart'. Although the number of cards with products valid on LU is still quite small, some customers have purchased products on ITSO that have Travelcard availability and are therefore valid for travel on LU services.

Unfortunately, we have had a number of recent complaints regarding gateline staff wrongly advising customers that these cards are not valid on LU. As with any other type of card or ticket, the POD reject code should be checked to verify the reason for rejection.

Details of ITSO format cards will be added to **T&R Book 8** when this is next updated at the end of May.

NEW LIMITED EDITION CARD TO BE TRIALLED



The latest in a steady trickle of limited edition Oyster cards was recently announced. Although in this case it is not so much the appearance that is different, but one of the technical features.

Launching the new Oyster in Whitstable in Kent, a town famed for its Oyster fishing industry, Oleg Pula, Cubic Technical Director (Northern Europe) stated "we are learning from our customers that they are always looking for the new ways to enhance their Oyster experience".

The new cards, which look identical to standard Oyster cards, have an additional laminated film layer, which when scratched will release one of a range of aromas.

During the initial testing, Cubic have trialled; Ocean breeze, Spring flowers and Natural Oyster. The scent is released when the card is lightly scratched, leading to it being commonly referred to as "the scratch and sniff Oyster card".

A very limited number of the new cards will be available from LU stations from **Wednesday 01 April 2015**. So why not have a scratch and check out this new feature?

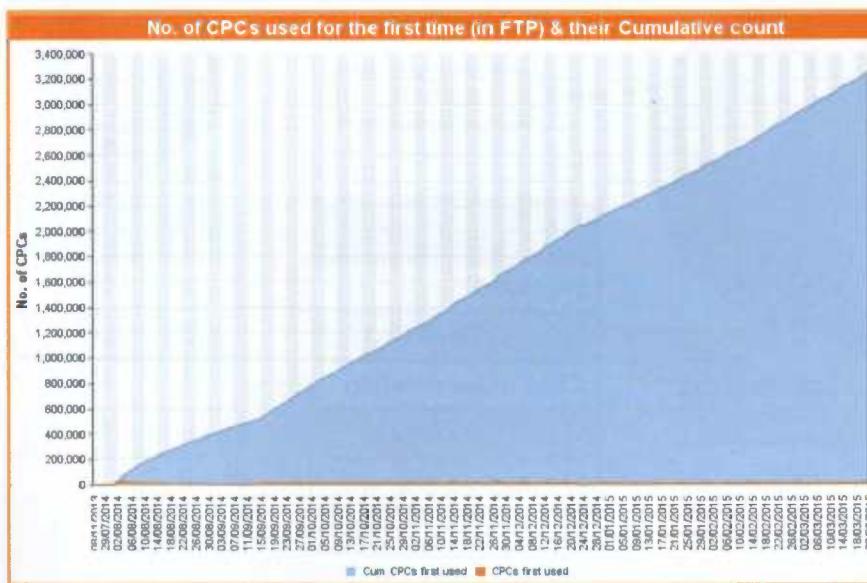
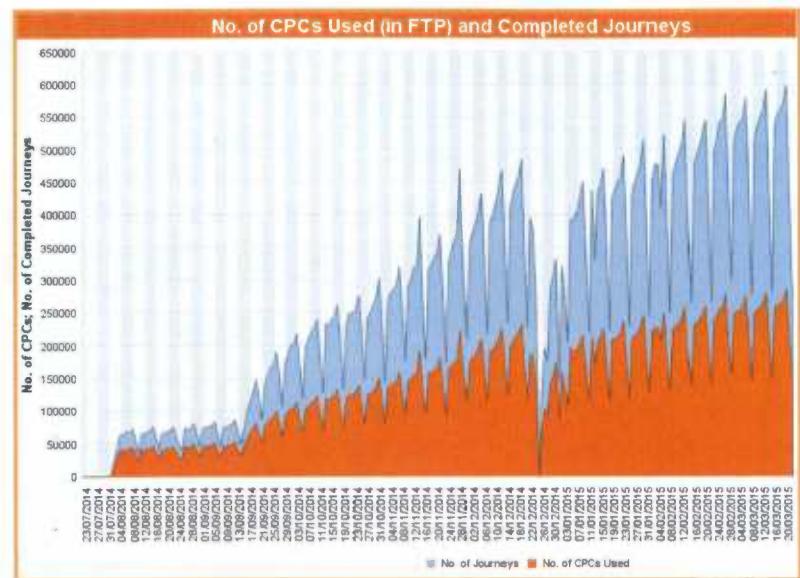


CONTACTLESS ON THE UP!

It was recently announced that TfL is Europe's fastest-growing company for contactless payment card transactions, having been named as the fastest-growing contactless payment merchant in Europe over the last six months and also the fastest-growing in the UK by both MasterCard and American Express.

Contactless payments continue to show a steady upward trend in both the number of journeys made using contactless payment and the number of different cards being used, as illustrated in the graphs on the right and below.

After a degree of caution when contactless payments were launched on rail modes last September, the following 6 months have seen steady growth and customers clearly finding the prospect of not having to top-up an Oyster card, whilst at the same time still getting the benefit of capping, a major attraction.



Contactless payments now account for almost 15% of PAYG transactions with Oxford Circus by far the busiest LU station for contactless payment transactions, with over 2 million journeys since November.

The second and third busiest LU stations were London Bridge and Victoria each with 1.5 million contactless journeys, with Liverpool Street not far behind on 1.4 million journeys.



TfL are continuing to promote use of contactless, with the latest campaign featuring the design above, which is due to be launched on the escalators linking the NR concourse with the LU ticket hall at Euston this week.

It is not just on LU that use of contactless payments are growing, as throughout the UK contactless payments have tripled over the past year, showing an increasing demand for the convenience that this technology provides.

As well as tracking contactless card usage, TfL also monitor the number of rejected cards and why they have not been accepted.

One major category which has recently been highlighted involves reject code '80'. This generally occurs where a payment for a previous journey has been declined by the card issuer, usually due to insufficient funds being available at the time the transaction was submitted. In most cases this can be quickly resolved by the customer using their TfL online account or contacting the Customer Contact Centre to initiate the payment being resubmitted. Once payment has been made, the card will be available for use on LU.



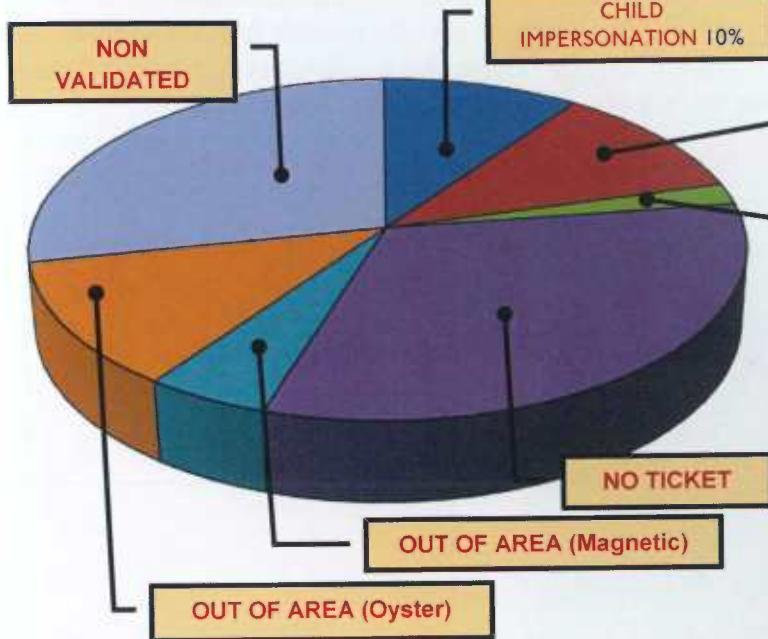
SPECIAL FEATURE



TICKET IRREGULARITY SURVEY

The results of the November 2014 On-train Ticket Irregularity Survey have been published by the TfL Transport Strategy team. This survey was conducted throughout the month of November by RCIs using set criteria applied to each line. Customers were surveyed on LU trains 7 days per week; from the first train out of a depot to the last one back in at night. In total **53,109** customers were checked, of which **2.93%** had a ticket irregularity of one form or another.

This represents a potential loss to LU in the region of **£60.54m** per year. However, once adjustments have been made to take account of revenue collected through penalty and maximum fares for incomplete journeys, this figure is reduced to around **£33.61m**, which equates to around **1.40%** of total revenue.



Survey Date	On train irregularity	Estimated revenue loss
November 2013	2.52%	1.34%
February 2014	2.30%	1.22%
May 2014	2.36%	1.36%
NOVEMBER 2014	2.93%	1.81%
12 month average	2.51%	1.40%



Offence (%)	Nov 2014	May 2014	Feb 2014	Nov 2013
No ticket	32	30	29	31
Non validated PAYG	28	29	27	27
Child impersonation	10	5	12	13
Out of area (Oyster)	12	12	11	11
Out of area (Magnetic)	5	8	10	10
Runners	2	10	2	5
Other	11	6	9	3

Line	Nov 2014	May 2014	Feb 2014	Nov 2013
BAKERLOO	3.10	3.44	2.42	1.90
CENTRAL	4.50	2.39	2.43	3.13
VICTORIA	4.26	3.06	4.24	4.53
JUBILEE	1.16	1.79	1.33	1.21
NORTHERN	2.38	2.27	1.82	2.68
PICCADILLY	2.42	3.08	1.20	1.66
DISTRICT	2.63	1.82	2.21	1.93
METROPOLITAN	3.37	1.20	3.70	3.76
CIRCLE	1.90	4.51	2.83	1.60
HAMMERSMITH & CITY	2.20	1.80	3.13	1.63

In common with previous surveys these results do not cover all types of ticket irregularity, such as Oyster cards that are validated on entry but not on exit, as these cannot be identified at the time of the survey. However, since the introduction of Maximum fares it is more likely that in instances such as these the overall effect is to result in a slight gain in revenue rather than a loss.

The 2014 figure fluctuates in a number of areas from the 2013 survey especially in the areas of "Out of area" magnetic tickets and "Other" offences (irregularities that don't fall within the above categories). A breakdown of all results on a line-by-line basis for surveys over the past 12 months is shown in the table on the right.

The highest fraud levels for November were found on the **Central** line and were much higher than previously recorded over the year. The most improved line compared to the previous survey was the **Circle** line, but even here there was a slight gain on the November 2013 results.



askolly@tube.tfl.gov.uk

From: [REDACTED]
Sent: 20 January 2015 01:55
To: Ask Olly
Subject: Staff Travel facilities

Hi Olly,

I wonder if you could tell me if when TfL begin operating existing rolling stock between Shenfield and Liverpool Street from May 2015, will Staff Oyster cards be valid?

Kind Regards



H [REDACTED]

We have had a few similar enquiries from staff who currently use this line to travel to/from work.

When TfL take over responsibility for this service on 31st May, TfL Staff and Nominee Oyster cards will become valid, as they are on services currently operated by LOROL.

They will not be valid on the longer distance services which may stop at some of these stations, which will remain under the Greater Anglia franchise.

Further information on the changes related to the takeover of NR services from Liverpool Street are included on Page 3 of this edition of TRU.

Regards

Olly Oyster

Hi [REDACTED]

Thank you for your further email and query.

Our POMs should be able to accept most non-Chip & PIN bankcards, other than Maestro cards issued outside the UK, which are not supported for purchases on "unattended terminals" anywhere. Holders of these cards should be aware that they cannot use them on machines.

The issue with American cards, which don't have chips, is generally how the card is inserted and withdrawn from the reader. In the US the norm is to pull the card out very fast, whereas our devices read the card better if it is withdrawn slowly. The other issue that often catches non-Chip & PIN users, is that our devices have a transaction limit which is currently £39, so if the value of the transaction exceeds this amount, the sale will be declined.

Regards

Olly Oyster

From: [REDACTED]
Sent: 09 February 2015 20:47
To: Ask Olly
Subject: Bank card acceptance

Dear Olly,

At Epping we get a number of American customers who come to us with non Chip and PIN bankcards. Our POMS do not accept these cards and therefore they cannot purchase a ticket. The same is true if they have contactless payment cards, as at the moment only UK issued cards are accepted on our equipment. How are we to get round this problem as we are told they must purchase a ticket before travelling.

How can we better serve these customers especially when ALL Ticket Offices will be closed by this time next year? After this happens we will not be able to allow the above as there will be nowhere for them to purchase a ticket.

Regards



From: [REDACTED]
Sent: 19 March 2015 22:45
To: Ask Olly
Subject: Friends and Family Railcard

Hi Olly,

A customer approached my window at Plaistow last week asking me to update her Oyster card with her renewed "Friends & Family" Railcard.

I could see on the TOM that she had previously had one on there, but I was unsure whether this card was allowed to be added to an Oyster.

I referred to **Section 4.1 of T&R Book 2**, which confirmed that Family & Friends Railcards **should not** be linked to an Oyster. I explained this to the customer and she told me she had done this for the last 4 years. I explained that it is a condition of that discount card is that you must have a child travel with you and a standard Oyster card is only valid for one person. Was this the correct explanation? Also is this a relatively new rule, considering she claimed she had both card linked for the last 4 years?

Kind Regards,

[REDACTED]

Thank you for your email.

You are 100% correct. The Family and Friends Railcard does not entitle the holder to have a discount entitlement set on an Oyster card. As you rightly say, to qualify for this the holder must be accompanied.

This has always applied to this particular Railcard, so if the discount has been set in previous years it must have been done so incorrectly.

Regards

Olly Oyster

From: [REDACTED]
Sent: 13 March 2015 17:26
To: Ask Olly
Subject: Tickets with Railcards from POMS

Hi [REDACTED]

You are both correct in that the POM software did not correctly reflect the maximum group size or the maximum duration for a number of Railcards.

This should have been corrected as part of the delayed base data load which took effect last Saturday morning.

If you check the POM they should now allow the correct number of tickets to be purchased and the discount to be set for the full life of the Railcard.

Regards

Olly Oyster

Hi Olly,

There seems to be some errors programmed into the POMS with regard to purchasing Railcard discount Day Travelcards.

It says for a Family Railcard that there is a maximum of 3 adults and 4 Children but the Railcard website says a Family Railcard can be used to purchase tickets for up to 4 adults and 4 children

Regards

From: [REDACTED]
Sent: 28 March 2015 08:20
To: Ask Olly
Subject: Railcard duration

Dear Olly

I saw in Hot Issues 12-15 that there should have been a correction to maximum duration of Railcard discounts that can be set on the POMs. Yesterday I tried to add discount for a 3 year Senior Railcard but it wouldn't let me. Did this correction get missed?

Yours

[REDACTED]

From: [REDACTED]
Sent: 07 January 2015 20:37
To: Ask Olly
Subject: Negative balance problem /POM

Hi Olly,

I've just noticed a problem with the new POM screen options. I know previously, if a customer had a negative balance on their Oyster, if they purchased a 7 Day ticket, the negative balance would remain, which stopped them being able to travel.

With the new screen it immediately prompts the customer to clear the negative balance upon presentation of their card. However, a customer came today to renew their 7 Day 1-2 and their Oyster was negative by 5p.

The problem was, they had £20, £10 and three £1 coins and the POM will only let you clear the negative balance and nothing else, so they would have to top up by £1, but this then meant they would not be able to purchase the 7 Day ticket as they now wouldn't have enough cash.

Even though they had enough money to cover the ticket and the negative balance, but in the new order they're forced to process the transaction they wouldn't be able to clear the negative balance and still buy their ticket.

Would it not make more sense to keep the initial notification of the negative balance, which the customer would have to acknowledge, maybe an okay button to clear the prompt, but instead of having to top up immediately, it would just add the negative balance to the total balance of any purchase made?

So they'd have paid £32.15 total transaction, with a notification that the negative balance was included.

Thanks, hope you can help.

Hi [REDACTED]

Thank you for your email and observations on the new POM screens.

We have had some similar feedback from other staff, highlighting difficulties for customers whose Oyster cards end up in a negative balance and who want to renew or add a season ticket.

This has probably become more of an issue since the introduction of the "Last journey" on buses last summer, which potentially means that more cards will end up in a negative balance.

The issue you have highlighted has been raised with S&SD, with a view to a change being included within a future round of device upgrades.

The problem you have highlighted also affects customers wanting to pay by bankcard, as they are not able to pay off the negative balance by card, or add this to the value of the ticket they are buying.

Hopefully we will be able to update you with news of an improvement to the current functionality later in the year.

Regards

Olly Oyster

LAL MXIDE PU

Part 3 – We've mixed up the letters in these station names. Can you work them out?

Ticketing & Revenue

T & R
Trivia

(a) UP BY SIR FRANK

(b) HER PORKY DANCER



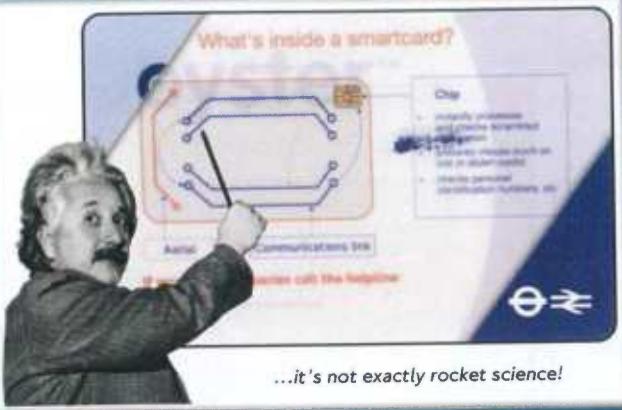
(c) KEPT RANGERS

(d) POP A TRUNK



(e) BAD WORKMEN LIP

Answers on page 19



OYSTER EXPLAINED

Our mailbox recently has been inundated with a lot of emails regarding Oyster cards which have been refunded using the new customer self-service refund facility on our MFMs and a lot of confusion as to whether a card had been cancelled or has just failed.

It also links well with our Crimewatch item on Page 20, which focuses on another recent trend in Oyster fraud.

So for this month's Oyster Explained topic, we are taking a look at cancelled failed and disabled Oyster cards and the various states an Oyster card can be in during its life.

Cancelled, failed, disabled? - "The life of an Oyster"

The logical place to start is when the card is first manufactured. Although the card is set up with a number, it is created in an 'Unissued' state. The card is initiated and changed to being in an Issued state, when the card is issued and the deposit loaded on a TOM or POM

So if a card is removed from stock and presented to a device it will be rejected. A gate will display reject code '70', but this does not mean the card has failed, just that the gate has detected a card but not in a readable Oyster, ITSO or contactless payment card format.

Although the card has been created it isn't in a valid state and a card in this state should never be treated as a failed card.

A MOVie device will display that the card is 'Not Issued' and on a TOM printout the top section will show the card as being 'Not disabled' but in a majority of the other fields it will be indicated as 'not issued'.

There have been occasions in the past where stock has been removed from Oyster outlets and where 'limited edition' cards have subsequently been sold on EBay. As these cards have not been initiated for use it is not possible to top them up or load products on to them.

When a card is reported as being lost, stolen, where there has been a payment irregularity or the holder is no longer entitled to use the Oyster card, arrangements can be made for the card number to be added to the 'hotlist.'

We previously covered details of how hotlisting operates in Oyster Explained in TRU66.

LONDON UNDERGROUND LIMITED St James Pk	
*** OYSTER CARD DETAILS ***	
CARD ID No. 0523095625 88	
*** CAPABILITY DETAILS ***	
Capability State Card Disabled	
*** SUMMARY DETAILS ***	
Card Type Oyster Card (Retail) Issue State Issued Passenger Type Adult PAYG Balance £5.40 Max PAYG Addition £84.50 Max PAYG Purchase £5.40 Being Warned No Last Disable Reason 1 Incomplete Journey Yes	
ENTRY REJECTED Rejection Reason Display Code	
Card Disabled	
EXIT REJECTED Rejection Reason Display Code	
Card Disabled	
20/02/2015 15:18:35 140000 04 0695	

Basically, for any card on the current hotlist, the device will automatically disable the card when it is presented to the card reader (RTD).

When presented to a gate, reject code '30' (Card disabled) will be displayed.

Once this has happened, a MOVie device will show the card as 'Disabled' and the TOM will indicate this in the top warning banner when the card is presented. The TOM printout will show 'card disabled' in the capability state section.

Although technically a card that has been disabled in this way could be re-enabled, this is never done. The simple reason for this is that there is a high risk that a device holding a previous hotlist file could disable the card again, when it is presented to the RTD.

Like bankcards, once reported lost or stolen and hotlisted, the card cannot be used again and would need to be replaced even if it is subsequently found or has been hotlisted in error.

LONDON UNDERGROUND LIMITED St James Pk	
CARD ID No.	0579380501 01
*** CAPABILITY DETAILS ***	
Capability State	Not Disabled
*** CARD ISSUE DETAILS ***	
* Card is not issued *	
*** PERSONAL DETAILS ***	
* Card is not issued *	
*** TKT DETAILS ***	
* Card is not issued *	
*** SUMMARY DETAILS ***	
Card Type Oyster Card (Retail) Issue State Unissued Passenger Type PAYG Balance £0.00 Max PAYG Addition £90.00 Max PAYG Purchase £0.00 Being Warned No Incomplete Journey No	
*** ADD PAYG DETAILS ***	
* Card is not issued *	
*** OYSTER USAGE STATEMENT ***	
* Card is not issued *	
Please keep this receipt safe. You may need to quote your Oyster card number if you go online www.tfl.gov.uk/oyster	
20/02/2015 15:14:33 140000 04 0695	

OYSTER EXPLAINED

LONDON UNDERGROUND LIMITED St James Pk	CARD ID No.	0062079451 70
*** CAPABILITY DETAILS ***		
Capability State	Not Disabled	
*** CARD ISSUE DETAILS ***		
* Card is not issued *		
*** PERSONAL DETAILS ***		
* Card is not issued *		
*** TKT DETAILS ***		
* Card is not issued *		
*** SUMMARY DETAILS ***		
Card Type	Visitor Oyster Card	
Issue State	Cancelled	
Passenger Type	Adult	
PAYG Balance	£0.00	
Max PAYG Addition	£90.00	
Max PAYG Purchase	£0.00	
Being Warned	No	
Incomplete Journey	Nc	
*** ADD PAYG DETAILS ***		
* Card is not issued *		
*** OYSTER USAGE STATEMENT ***		
* Card is not issued *		
Please keep this receipt safe. You may need to quote your Oyster card number if you go online www.tfl.gov.uk/oyster		
20/02/2015 15:26:49 140000 04 0695		

A further card state occurs when a card is cancelled on a TOM. This may either be as a result of the card being surrendered for a refund and the deposit and products being refunded, or where a card that has been found or withdrawn and needs to be cancelled to prevent further use. This effectively freezes the card and its PAYG balance, using the 'Return to business operations' option.

After this has happened, the card will show as having been 'Cancelled' on a MOVie and in the upper banner of the TOM ticket issuing screen. The TOM printout will show the card as 'Not disabled', but further down the printout the Issue state will indicate the card as being 'Cancelled'.

If presented to a gate the card would be rejected, showing reject code '70'. Unfortunately in this case, unlike a disabled card, the gate gives no indication that the card has been cancelled, simply that it can't read it. After checking the card on the gate again and then trying another gate, gateline staff would have to check the card using a MOVie or other device.

The final area, where most confusion has arisen recently, involves cards that have been refunded and cancelled using the self service refund facility on a POM.

Since new software was rolled out to MFM at the start of the year, any card with a PAYG balance of £10 or less, can obtain a refund on the MFM. If the card does not have a valid season ticket on it, the card will be cancelled as part of the refund process.

Unlike cards cancelled on the TOM, the fact that this is a self service function means that at the end of the transaction, the customer is still left with their Oyster card. This has lead to a significant number of customers returning to complain that their card is no longer working, possibly as a result of them unintentionally cancelling the card, **or in an attempt to get a free replacement**.

Unfortunately, this had also opened the door for potential fraudsters to exploit the opportunity.

If the card is presented to a gate in an attempt to make a journey, the card will be rejected with reject code '70' the same as for any card that cannot be read.

With Oyster cards cancelled on the MFM, although the PAYG balance is removed and the card is effectively cancelled if the deposit has been refunded, this does not show up as clearly on other devices. The MOVie gives no indication that the card has been cancelled other than the PAYG balance being zero. This is in contrast to the very clear messages shown for cards which have been cancelled on a TOM or disabled.

The TOM display is also less clear and the TOM printout shows the card as 'Not disabled' but unlike cards cancelled on the TOM, the Issued state is shown as 'Issued' rather than 'Cancelled'. If the full printout is produced there is still no indication that the card has been cancelled, other than an entry in the usage statement saying 'PAYG adjustment'. This is actually the transaction where the refund was made, but looks very similar to the transaction reported when an incomplete PAYG journey is resolved.

These current inconsistencies in the information displayed to staff, particularly around cards which have been refunded on a MFM, are currently being discussed with Cubic. Hopefully we will be able to improve the current situation in the not too distant future, but until then, care should be taken when dealing with any Oyster card that fails to work the gates or cannot be read by other devices.

LONDON UNDERGROUND LIMITED St James Pk	CARD ID No.	0504127774 B7
*** CAPABILITY DETAILS ***		
Capability State	Not Disabled	
*** CARD ISSUE DETAILS ***		
Issued	25/11/2005 15:12	
Location	Arsenal /02	
Issuing Card Reader ID	17301	
Reason		
Payment Methods	N/A	
Card Deposit	£0.00	
Refund value	£0.00	
Passback allowed	No	
In Grace Period?	No	
*** PERSONAL DETAILS ***		
Name	ALAN MUNDY	
Photocard ID	1617	
Registered	Yes	
Discount 1	None	
Discount 2	None	
Discount 3	None	
*** TKT DETAILS ***		
TKT Slot No	1	
TKT Status	Not Used	
TKT Slot No	2	
TKT Status	Not Used	
TKT Slot No	3	
TKT Status	Not Used	
*** SUMMARY DETAILS ***		
Card Type	Oyster Card (Retail)	
Issue State	Issued	
Passenger Type	Adult	
PAYG Balance	£0.00	
Max PAYG Addition	£90.00	
Max PAYG Purchase	£0.00	
Being Warned	No	
Incomplete Journey	No	
*** ADD PAYG DETAILS ***		
Amount Added	£5.00	
Date/Time	29/01/10 14:40	
Location	St James Pk/28	
CDR ID	103813	
Reason	Normal issue	
Payment Methods	Credit card	
Refund Value	£0.00	
*** OYSTER USAGE STATEMENT ***		
29/01 14:40 Add PAYG St James Pk	£5.00	
20/02 15:24 Adjust PAYG No Token	£5.00	
Please keep this receipt safe. You may need to quote your Oyster card number if you go online www.tfl.gov.uk/oyster		
20/02/2015 15:26:13 140000 04 0695		

PROJECT UPDATES

MORE WAGS ON THE WAY

A further project to install additional Wide Aisle Gates, mainly at gatelines which do not currently include a WAG, took a major step forward recently. At the beginning of March S&SD received Board approval of a funding paper they had submitted, to obtain the necessary budget (around £11M) to take this work forward.



The project should see WAGs installed at a total of 74 stations. This includes 67 stations that do not currently have them, many of which have already been surveyed by Cubic and have had proposed schemes agreed with local management teams as part of earlier rounds of WAG installations.

In addition 7 further locations which already have a WAG in one ticket hall or on part of a gateline will have additional WAGs installed to improve access for customers.

ALDGATE EAST (Gallery)	ALDGATE	EAST PUTNEY	LADBROKE GROVE	RUISLIP
EDGWARE ROAD (Bakerloo)	ARSENAL	EASTCOTE	LAMBETH NORTH	RUISLIP GARDENS
ELEPHANT & CASTLE (Northern)	BARBICAN	EPPING	LANCASTER GATE	SNARESBROOK
GREAT PORTLAND STREET	BARKINGSIDE	EUSTON SQUARE	MOOR PARK	SOUTH EALING
HAMMERSMITH (D&P South)	BOROUGH	FAIRLOP	NEASDEN	SOUTH RUISLIP
KINGS CROSS (Pentonville Road)	BOSTON MANOR	GOLDHAWK ROAD	NEWBURY PARK	STAMFORD BROOK
MORNINGTON CRESCENT	BROMLEY BY BOW	GRANGE HILL	NORTH ACTON	STEPNEY GREEN
CLAPHAM COMMON	BUCKHURST HILL	HAMPSTEAD	NORTH EALING	THEYDON BOIS
NORTHWOOD HILLS	CHESHAM	HOLLAND PARK	NORTHFIELDS	TUFNELL PARK
SHEPHERDS BUSH MARKET	CHIGWELL	HOLLOWAY ROAD	NORTHWOOD	WEST ACTON
SOUTH WIMBLEDON	COCKFOSTERS	HORNCHURCH	PARK ROYAL	WEST BROMPTON
ST JAMES PARK (Palmer Street)	COVENT GARDEN	ICKENHAM	PRESTON ROAD	WEST HARROW
TOTTERIDGE & WHETSTONE	CROXLEY	KENSAL GREEN	QUEENSWAY	WOODSIDE PARK
WESTBOURNE PARK	DOLLIS HILL	KEW GARDENS (NB)	REGENTS PARK	
WIMBLEDON PARK	EAST ACTON	KILBURN	ROYAL OAK	

The main objectives of this project are to:

- *Support the Mayor's Transport Strategy*
- *Provide self service access removing the need for customers who are unable to use standard gates to have to wait for staff to unlock and open the manual gates*
- *To free up station staff to attend other duties within the ticket hall.*
- *Reduce the potential fraud risk and revenue loss when manual gates are left open or unsecured*

E2 GATE LID MODIFICATION

Back in TRU72 we outlined plans to trial a modified lid for the E2 type of gate. Since the E2 gates were introduced, we have had concerns about the design of the E2 gate lid. The fact that if released incorrectly, it can fall down quite sharply, raised safety concerns and lead to the publication of guidance notices outlining the correct operation of the mechanism. We have also had issues of the lid being out of alignment as a result of being left open due to previous issues with the ticket transporter mechanism (UTT) which has since been largely addressed by the re-engineering and replacement of these units.



We had hoped that we would be able to commence a Vanguard of a modified design of E2 gate lid, with a 'soft close' mechanism at King's Cross (Western) gateline next month. However, a problem in the manufacture of one of the components has caused a further delay and we are not now expecting the units to be available for installation at King's Cross until mid-May.

Providing this initial trial is successful within the LU station environment, we will be looking to implement the revised arrangement on all of our other E2 gates and WAGs.



This will hopefully mean that the next batch of WAGs which are due to be manufactured for the WAG installation programme (see article above), will come ready fitted with the new lid mechanism, thereby avoiding the need to upgrade the units after they have been installed.

EI GATE & LCP3 UPGRADES

All has not gone well so far this year with the planned gate upgrades that Cubic had scheduled to undertake.

As we reported in TRU82, the rollout of new motors and paddle shafts to EI type gates have caused some reliability issues on a number of gates that have been through this upgrade, despite us not seeing any issues when we upgraded the first 40 walkways as a vanguard for this project last year.

Since the upgrade programme was suspended Cubic's engineers have been trying to identify the reasons behind the high level of failures on gates that have been upgraded, but to date, no specific reason has been identified. With gates of this age, it is possible that the disturbance of cables when removing and fitting the new components may have caused some of these issues?

Within the last month, in an attempt to eliminate some possible causes of the problem, Cubic have upgraded all of the motors on two further EI gatelines at **Shepherds Bush (Central)** and **Greenford**. Unlike the earlier upgrades, this work did not include the replacement of the paddle shafts which open and close the actual paddles of the gate.



NEW EI SERVICE PANEL

Investigations continue, but hopefully once we are confident that the work will not cause a further impact on the performance of the EI type of gate, we will be able to resume the EI Gate motor and paddle shaft upgrade programme.

A further package of work on the EI gate should have seen the replacement of the current device service panel with a new design based on that used in the E2 gates. We previously outlined plans for this upgrade in TRU79, but unfortunately, although all of the units have now been manufactured by Cubic, we are unable to start this programme. Rollout of the new service panel is dependent on the implementation of the new LCP3 on EI gates.

This work has been much delayed due to various problems we have had whilst trialling and then attempting to rollout the new LCP to the newer E2 type of gate.

At present we do not have a date for when this programme will start, but it is likely to initially focus on stations where the EI gate motor upgrade has already been completed

It has been a bit of a similar tale of woe with the LCP upgrade programme. As we last reported in TRU82, the E2 gate rollout was halted following issues with interchange customers using the **Kings Cross (Northern)** gateline and the discovery of a further issue preventing acceptance of magnetic gate passes issued to certain NR staff.

For the last month, two gates on the Kings Cross (Northern) gateline have been operating without any further problems with the new LCP and a modified version of software.



Cubic have now completed testing on a further software release, which not only addresses the interchange issue, but also resolves the non-acceptance of the magnetic gate passes. This software is scheduled to be released to the 2 Vanguard gates at **Kings Cross (Northern)** on the night of **Tuesday 31 March** and if no further issues are identified will then be extended to all of the gates at **Moorgate** a week later.

Following a further period of monitoring, we then plan to load the upgraded software to all of the E2 gates that had already been fitted with the LCP3 before the rollout was stopped. Once all of the gates are working on this latest version of software, we will then recommence the rollout of the LCP3 to the rest of the gates at Kings Cross (Northern) and then to other stations that have E2 gatelines. Testing of an updated version of software for EI gates will then hopefully allow us to start the much delayed Vanguard of the LCP3 on this type of gate.



PROJECT UPDATES

CASH HANDLING DEVICE

UPDATE!

Since our last update in TRU82, the number of prospective bidders has been further reduced from three to two.

Following evaluation of the bids submitted by G4S, Gunnebo and Scancoin at the beginning of the year, the bid from Gunnebo was found to not be fully compliant with our stated requirements and they have therefore been ruled out of the running for this contract.

The remaining bidders, G4S and Scancoin will now be invited to participate in a further round of negotiations in early April, where they will be asked to clarify aspects of their original submissions that were either unclear or appeared not to fully meet our requirements. This will then be followed by a period of approximately two weeks, where the bidders will be able to resubmit their bids based on these further discussions.

~~GUNNEBO~~

~~SCAN COIN~~

~~G4S~~

At present the timetable for the confirmation of the award of a contract to the successful bidder(s) is scheduled to take place towards the end of May. Depending upon who wins the contract and their production and mobilisation timescales, we would be looking to start a further trial of the production versions of each of the selected devices during the summer.



Our plan is to use the four existing cash handling device stations: **Acton Town, Euston, Gloucester Road** and **Hendon Central** for this trial, as staff at these locations are used to using this type of technology and will be best placed to identify the good and bad features of the equipment based on their previous experience.

FLOAT SAFE CHANGES

At a number of stations where the ticket office has been closed or will close shortly, arrangements are being made to relocate the float safe from the main room of the secure suite, into the POM Room.

In the longer term, this will mean that once the cash handling devices (outlined above) are installed, the movement of cash and bags of coin will generally be undertaken within the one room; the POM Room containing the TOM, SAF, float safe and cash handling device.



In conjunction with this work and following the recent changes to the station management structure, we are looking to reduce the amount of management time spent on the management of keyless safe access codes. It is therefore intended to convert all existing float safes that are equipped with the keyless Lark lock, to conventional key operated locks.

It is planned that this work will generally be performed on site by our current contractors ILS, but where this is not possible, it may be necessary to swap the float safe out with a pre-modified unit from stock.

A programme of work is currently being drawn up with the contractor, with work generally being completed within traffic hours to minimise disruption. Stations will be advised of the intended conversion date by the T&R team in advance of the visit.

At stations where the float safe is equipped with a duress alarm, this will mean that this facility will no longer be available on the float safe.

It will however remain in place on the deposit safe, whilst these are still in use.

NOTE HANDLING UNIT FAULTS

Following completion of the recent software upgrade to MFM, we received reports from staff at a number of stations with standard Note Handling Units (NHUs), that they were seeing a significant increase in errors 204 and 205 on their MFM.



Thanks to some helpful feedback from staff on the East Ham group, who were the first to highlight the issue, we were quickly able to identify that these were actually spurious errors, rather than actual note jams.

The errors came up after a customer used a note to pay, but there was no failed sale, no kept cash and the customer appeared to get what they wanted, as there was no complaint from any customers about losing money in the device. As soon as staff signed on to investigate, the error then cleared.

It was quickly established that the problem lay in the time allowed for the note to make its journey through the NHU and reach the vault. The latest MFM software supports the operation of both the traditional NHU and the new BNR units and the problem seems to stem from the BNR possibly handling notes more quickly.

On a standard NHU, after validation of the note, the software appears not to allow sufficient time for the transfer of the note from the escrow, where they are held until the transaction has been completed, into the vault. As with other problems we have had with internal device communications, the lack of a response or confirmation within a set time, leads to a potential fault being reported, or the device trying to reset itself to re-establish communication.



Improved device logging to help Cubic better monitor this issue and the application of fixes for a couple of other minor defects were included within a further release of MFM software. This was initially loaded to two devices; **MFM30 at North Harrow** and **MFM30 at Upton Park** on the night of **Thursday 12 March**. These devices were picked due to high numbers of errors 204/205 which had been seen on these machines over the preceding weeks.



Both of these machines are scheduled to be further upgraded on the night of **Tuesday 31 March**, with what will hopefully be the final fix to resolve the error 204 / 205 problem. It is then planned to extend this Vanguard to 13 other devices (listed below) on the night of **Wednesday 01 April**.

LIVERPOOL STREET (Central)	MFM 36		
HEATHROW T123	MFM 30	MFM 32	MFM 33
BETHNAL GREEN	MFM 30		
MILE END	MFM 30		
SHEPHERDS BUSH (Central)	MFM 30	MFM 31	
QUEENSWAY	MFM 30		
CANADA WATER	MFM 30		
NORTH GREENWICH	MFM 30	MFM 31	
DOLLIS HILL	MFM 30		

On completion of this Vanguard, we hope to be able to load the new version of software to all of the other 308 MFMs.

Although this will not completely eradicate all error 204s, it will hopefully remove these spurious errors where jams have not occurred and reduce the volume of these faults to the levels of genuine note jams we had been seeing prior to the POM upgrade taking place.

Part 4 – ...and our second question looking back at historic ticket prices;

Q3) Going back further to 2000, what was the cost of a Z1-6 Off Peak Day Travelcard?

- | | | | |
|---|-------|---|-------|
| A | £4.50 | B | £4.70 |
| C | £5.20 | D | £6.00 |



Answers on
Page 19

PROJECT UPDATES

TOM / SAF SOFTWARE UPGRADE

As reported in TRU82, a further upgrade of TOM / SAF software is due shortly, which supports the introduction of the smaller and more modern Newbury Printer on TOMs which have been installed within Travel Information Centres.

This printer is the same as is currently used on the FastTIS device used at some NR stations and in the ticket offices at our stations on the Bakerloo and District lines which were previously operated by Silverlink.

The new printers will not be installed on TOMs at LU sites, but once they are introduced at the TICs, staff are likely to start seeing tickets of the style shown below appearing on the network. The initial installation is scheduled for the new Visitor Information Centre which is scheduled to open at Kings Cross in early April.



LONDON UNDERGROUND LIMITED					
ITSO CARD DETAILS					
Card ID	Product	Origin	Destn	Route	Cl
630591 00000000000000000000000000000000	C AdConc	Free-tr	Disabled	-01/07/15	CON
P Ad Id	No-Ent	Child		-01/07/15	CH
Your ITSO card contains 2 products which may be used within the Travelcard area.					
Your ITSO card contains some products which can only be used outside the Travelcard area.					
JNY: VOID LIV ST 09/07/14 13:45					
06/03/2015 01:58:07 701093 83 0828					

The upgraded TOM/SAF software is also scheduled to shortly be deployed to all LU TOMs and SAFs and will deliver some important changes for us too.

- Ability to interpret, view and print details of ITSO cards, products and usage. The interpret Oyster menu option changes to interpret card, to reflect the facility to read and print details for both formats of card.
- Bank card refund limited corrected to allow on the spot bankcard refunds of amounts over £250. Following the 2013 TOM upgrade the £250 limit had been applied to bankcards rather than just to cash and resulted in a number of refunds being directed unnecessarily to the Customer Contact Centre for processing.
- Fix to allow customer search facility to work correctly when logging details for a refund. Previously the search facility failed to access address details when a valid postcode was entered, requiring the TSID holder to manually enter the whole address. Following this fix it should be possible to populate the address fields through selection of the correct address from the list displayed following the postcode search.
- Correction of Miscellaneous transaction codes for Cash Handling Device stations. This release will correct the fields and text displayed for both options and should allow us to move to using this method of recording cash transfers at the 4 stations using Cash Handling Devices, fairly shortly. Instructions will be sent to these stations when we see ready to start using the new processes.

At present, we are still awaiting confirmation from Cubic, as to when a Vanguard of the new TOM/SAF software at a number of LU sites can begin. This will precede a programme to remotely upgrade all TOMs and SAFs at other LU stations. As with the previous TOM/SAF upgrade, this will be done during engineering hours at a rate of around 20 sites per night.

TOM RTD FREEZE

In TRU82 we encouraged TSID card holders to report any instances of the TOM RTD resetting itself whilst they were carrying out a transaction to the Cubic Helpdesk.

This has enabled CTS to recover the log files from RTDs from four stations that reported this issue. These are now being examined by the Cubic engineering team to try and establish the reason for the reset occurring and will hopefully quickly lead to a solution being identified.



WHEN TIME STOPPED?

As reported earlier in this edition of TRU, although the recent GMT to BST time changes went very smoothly another interesting issue has recently been highlighted by staff at Oxford Circus and Moorgate involving the time of issue for certain Oyster cards issued from LU TOMs.



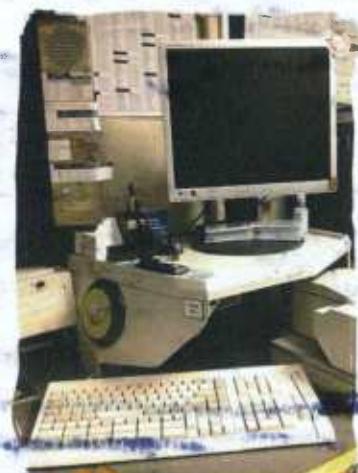
Investigation by Cubic has established that since the last TOM RTD upgrade took place at the end of last year, all Oyster cards issued by LU TOMs at any time before 13.39 hours are recorded both on the actual card and within the transaction data on the central system as being issued at 13.39, regardless of the actual time the card was issued.

Strangely after this time, all cards that are issued on the TOM will show the correct time of issue.

This will mean that an Oyster card issued at 09.25 will be shown as being issued at 13.39, an Oyster card issued at 11.50 will be shown as being issued at 13.39, whilst a card issued at 15.30 will correctly show as being issued at 15.30.

This oddity has no impact on the operation of the actual card, but does mean that if you view the card history, the first journeys may appear to have occurred before the card had actually been issued.

Oyster cards issued by the AFM and MFM do not appear to have the same issue and always show the correct time of issue.



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In recognition of the fact that many staff now have company issued iPads the T&R team have expanded the distribution of the T&R update and Hot Issues Bulletin to include all CSAs.

ANSWERS TO T&R TRIVIA

*Did you fall for our April Fool's article about the new limited edition Oyster cards on page 6?
– it certainly wasn't one to be sniffed at!*



How did you do?

Pt.1	Q1	A	Only Children under 5 (although there are some sections where TfL rules apply)	Page 2
------	----	---	--	--------

Pt.2	Q2	C	£2.00. If you use PAYG today it is only 30p more expensive	Page 3
------	----	---	--	--------

Pt.3	LAL MXIDE PU
------	--------------



Pt.4	Q3	B	£4.70. Since the January Fares Revision the current equivalent is £12.00	Page 17
------	----	---	--	---------

FURTHER OYSTER CARD FRAUD

Following hot on the heels of last month's TRU feature on some recent Oyster related frauds, we have recently been made aware of a couple of further examples of fraudulent activities on the network.



Cubic and TfL are currently closely monitoring such activity and are reviewing the fraud controls we currently have in place. It is possible that POM software will be modified to prevent an Oyster card being refunded

the associated Oyster cards to be hotlisted.

NEXT ISSUE

Due to space constraints, a number of the articles that we had planned to feature within this edition of TRU have had to be held over until our next edition.

TRU84 is scheduled for publication in mid-May and will feature:

- *May Fares Revision late changes*
- *Summary of major T&R Book changes*
- *Device performance & fault escalation*
- *Update on Night tube progress*
- *Oyster expansion plans*
- *Oyster card charity update*
- *Updates on all major projects*

Plus all of our regular features and another batch of your letters.

84

How to contact us



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