

**JULY &  
AUGUST  
2013**

**TRU**



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## We launch our 70th edition of the TRU, with a mooted celebration!

After reporting in our lead article of TRU69, on the planned start of the long awaited TOM software Vanguard, we were hoping to kick off this edition by reporting on the planned rollout of the software to all other stations across the network.

However, as is often the case, a last minute delay has led to the implementation date being deferred by two weeks and a major rewrite of this edition. Details of the Vanguard and the reason for the delay are included within our *Special Feature* on Pages 7-9 inside.



## Refunds hit the headlines again!

In TRU69 we also featured a whiteboard poster developed to explain the requirement for customers to produce ID when requesting a refund at a ticket office. This generated quite a demand from stations across the network, but unfortunately within a couple of weeks the poster was withdrawn and instructions sent from TfL's Communications department to remove the poster from display. Ironically this was not communicated very well, without any explanation of the reason or prior consultation with LU Operations.

It has subsequently become clear that one of the reasons for this sudden about turn lay in a story carried on the front page of the Evening Standard on Friday 28 June. Their lead article that day, not for the first time this year, focussed on the amount of money currently held by TfL as a result of money held on Oyster cards that had been unused for over a year.



Part of the TfL response earlier in the year, when the issue first hit the headlines was that new software was being developed that would make it easier for customers to obtain refunds, latching on to the fact that the new software being developed for the LU TOM would improve the process for refunding the card deposit and outstanding balance on cards no longer required by customers and overcome some of the previous problems with "mixed tender" transactions.

Continued from Page 1

Unfortunately it looks as if one of our posters was seen by a politician from City Hall, who wrongly attributed the poster as being TfL's response to 'making refunds easier' rather than a clarification of a long standing requirement aimed at avoiding disputes or disappointment at the ticket office window.

After a clamour of complaints from a large number of stations and a high level of support from LU senior managers a revised poster, with simplified wording was released. This contains less detail, so is likely to generate queries rather than solve them. However, a further revised version is promised towards the end of August to coincide with the refund changes featured on **Pages 8&9** and the resulting simplification of verification of customer details.

## BASE DATA UPDATE – 07 JULY 2013

A major base data update was scheduled to take place on **Sunday 07 July**. However, due to the last minute discovery of a problem in the new AFM software (see article below) the deployment of the new AFM screens to facilitate the purchase of multiple Oyster cards, had to be deferred by two weeks until **Sunday 21 July** when a further base data load was programmed.

The changes implemented on 07 July included:

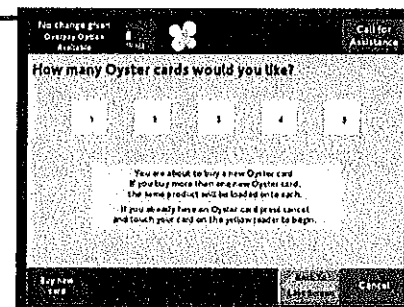
- Change of all remaining references of Pre Pay to PAYG in TOM transaction basket and receipt printouts.
- Change of 'Cash Contra' to 'Cash Refund' on TOM receipts and reports.
- Updating of POM screens to display new Customer Contact Centre telephone number.
- Setting up anew station Stratford-upon-Avon Parkway. This will be available on TOM's and POM's from the September Fares Revision.

JULY 2013						
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There is always a risk when doing such an upgrade, that some devices may not accept the download or may require a technician to visit. However, the changes implemented on the Sunday 07 July went very smoothly with no reported problems.

## AFM UPGRADE DELIVERS MULTIPLE CARDS

As we outlined in articles in the last two editions of TRU, the latest upgrade to the AFM's functionality was finally implemented on **Sunday 21 July**, with the completion of the delayed base data update. This provided the necessary screen updates for the AFM to be able to dispense more than one Oyster card within a single transaction.



The upgrade was completed in two distinct phases, with all AFMs initially receiving a software upgrade at the end of June, which introduced the capability to dispense more than one Oyster card at a time. This upgrade also incorporated a number of relatively minor changes to the pink staff sign-on screens on the AFM, including some changes to help avoid the accidental overwriting of preloaded discounts on Oyster Photocards.

The additional functionality to dispense more than one card was not immediately available to customers, as a number of new screens needed to be added, to give customers the option to select how many cards they required and what they wanted to add to the new cards. These new screens were originally scheduled to be loaded via a base data load on Sunday 07 July, but as mentioned above, this element of the 07 July base data load had to be removed very late in the day, when during the final round of testing, a problem was identified with the payment screens when a PAYG top-up was performed. This led to a two week delay in the deployment of the final screens and the feature being available to customers, whilst CTS and their software contractors fixed this issue.

JULY 2013						
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In addition to the changes already mentioned above, this latest update also addressed a number of other AFM issues which we had previously identified. These included a problem with the interface between the AFM and the overhauled coin vaults, following the completion of their rollout in February this year. This issue had been initially been identified by staff at **Heathrow Terminals 123** and **Brixton** and resulted in a number of errors being reported which required a soft reset or service to clear.

# TEMPORARY CHILD DISCOUNT ENTITLEMENT

As we previously reported in TRU68 & TRU69, a limited trial commenced on Monday 15 July 2013 of Travel Information Centres (TICs) issuing Visitor Oyster cards with a temporary discount entitlement for a maximum of 10 days for children visiting London. This trial is scheduled to run until Saturday 12 October 2013. TfL will review the results of the trial in the autumn, with a view to adopting a more permanent solution in future years.

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The scheme uses a temporary "half adult rate" discount, so card holders will not receive free bus travel and the fares they are charged will be slightly different to the normal child rate PAYG charges which apply to 11-15 Oyster Photocards. On expiry of the temporary discount entitlement, the card will revert to an adult Visitor Oyster card.

As the stocks supplied to each TIC for the trial are very limited, the scheme is not being publicised to customers, other than via TIC staff. At locations that have a TIC on the station, or that are very close to a TIC, staff may wish to refer family groups that are visiting London for a number of days and intending to make extensive use of public transport, to a local TIC to take advantage of the trial. However, staff at other stations further afield, should not direct customers to the small number of TICs, as they are unlikely to be able to meet such a demand.

As our MOVie devices have not yet be upgraded to recognise this new temporary discount entitlement, if one of these cards is read with a MOVie, it is likely to incorrectly show the discount as being "NR". If presented to a TOM or AFM, the discount entitlement will be correctly shown as "Temporary Child". LU Movie devices are scheduled to be upgraded later this year when discount descriptions and stations will be updated to reflect changes that have taken place since the devices were introduced.

# ALMOST THE END OF THE CHARTER

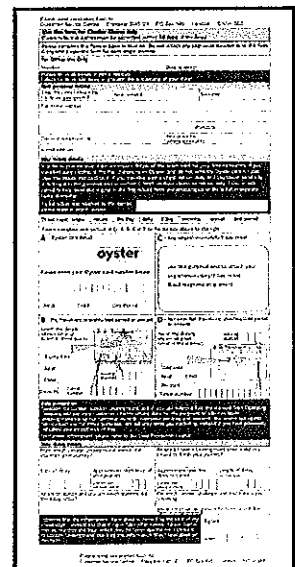


As we previously reported in TRU69, from Monday 12 August the Customer Charter Refund policy was due to be replaced by a new Service Delay Refunds scheme, with Oyster customers receiving an automatic PAYG refund to their Oyster card if delayed by more than 30 minutes, rather than having to make a claim. However, shortly before this edition of TRU was due to go 'to press', TfL announced that implementation of the new scheme was being delayed until later in the year.

AUGUST 2013						
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As a result, the current LU Customer Charter Refund arrangements will continue, with customers still being able to make a claim if the have been delayed by 15 minutes or more.

One aspect of the proposed changes that is still going ahead is that from Sunday 11 August, any remaining stock of printed Customer Charter Refund forms must be withdrawn from leaflet racks and store cupboards and disposed of.



Customers enquiring about making a Customer Charter claim must be advised to use the TfL website to submit their claim, or to print a form for them to post in. This includes the same freepost facility that the printed forms carried.

LAL M X I D E P U

Part 1 – We've mixed up the letters in these station names. Can you work them out?

Ticketing & Revenue  
**T&R**  
Trivia

(b)

(d)

(a)

(c)

(e)

NO MEAL COMING

INKY GRUBS

RANG HOTLINE

RILE MATADOR

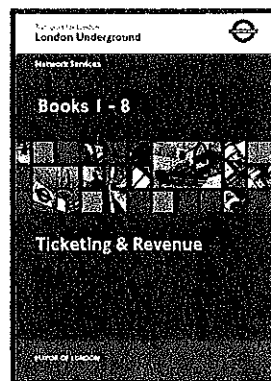
TOUGH ALIENS

Answers on page 19

## IN THE NEWS

### T&R BOOKS – MAJOR CHANGES

We had intended to co-ordinate the publication of revised editions of a number of the T&R Books with the changes to the TOM software which had been scheduled to take place on Sunday 11 August. However, the late release of the final software version, the need to further test this at the Vanguard stations and a very late change to the proposals to replace the current Customer Charter scheme, have forced us to defer publication until **15 September**. It will now include changes to be implemented as part of the September Fares Revision. This is around when we would normally have expected to publish an update pack, which are historically linked to one of the three main Fares Revisions each year (January, May and September).



The main changes included within the revised T&R Books 2, 5 & 8 are:

Book	Section	Change
2	1.13	Clarification of Railcard discounts on through tickets to NR destinations
2	5.2	Inclusion of temporary "Half Adult" rate discount entitlement for Visitor Oyster card holders
2	6.4	New sub section covering Apprentice Oyster Photocards
2	7	Clarification of procedure for removal of discount entitlements where supporting photocard cannot be produced
2	7.1	Clarification of addition of NR Railcard discount entitlement for Annual Gold card holders
2	7.2	Correction on restrictions on purchase of magnetic tickets by JCP Photocard holders
2	8	Updated to include extensions to PAYG acceptance on NR
2	9.1	Additional sub section covering "Same station exits"
2	12	Section updated to reflect new TOM refund procedures and confirmation of customer ID
5	2.1	Note acceptance table updated to include change of name Northern Bank to Danske Bank
5	6.6	Revised design of Bus Unpaid Fare Notice
8	6.4	Updated to reflect revised design of NR ticket stock
8	7	Updated to include Apprentice Oyster Photocards
8	9.2	New sub section covering Armed Forces Personnel
8	16	Removal of section covering Customer Charter Refund forms

The *Contents & Glossary* has also been updated to include a number of new topics and to correctly reflect the renumbering of a number of sub-sections in this and previous update packs.

The September Update pack is scheduled to be delivered to Group Station Managers offices during the week following the Fares Revision on Sunday 08 September 2013 to coincide with the introduction of the new TOM refund processes on **Sunday 15 September 2013**.

**SEPTEMBER 2013**

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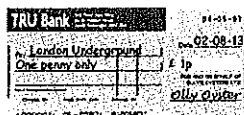
The recent round of briefings in preparation for the forthcoming TOM software changes highlighted a common misconception regarding Company Cheques. So we thought we would dedicate one of this month's Mythbuster features to this particular topic.

**MYTH**

When processing a refund on a product purchased with a Company Cheque, the money has to go back to the company that issued the cheque.

**TRUTH**

For Company Cheque purchases, the refund actually goes back to the customer not the company, as the contractual relationship is between TfL and the customer not with the company.



This is different to Warrant payments, where there is a contractual relationship with the issuing company and for this reason any refund on a purchase made using a warrant will automatically be routed to the Customer Contact Centre to process.

A further Mythbuster is featured on Page 6.

# LOOKING AHEAD TO THE

# SEPTEMBER FARES REVISION

The next Fares Revision is scheduled to take place on **Sunday 08 September 2013**, but contains very few changes that will impact upon LU.

SEPTEMBER  
2013

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The main changes are;

- Removal of the "Oyster Deposit & PAYG Refund" and "Penalty Fare Subsequent payment" categories from the TOM Miscellaneous transaction menu. (This is now scheduled to take place after the Fares Revision, once the new TOM software has been implemented).
- Changes to the "Entry threshold" (the amount of PAYG a customer needs on their Oyster card to enter a station) at stations between **Euston NR and Watford Junction**, to reflect the lower fares applicable to journeys on this section, for peak journeys in the opposite direction to the main morning and evening flows.
- Implementation of additional Route Validators at **Clapham Junction** and **Surrey Quays**, to allow correct charging of journeys made via the LOROL South London line service. (The actual physical validators may not be installed or commissioned until after the actual Fares Revision date).
- Extension of Intermediate validation settings to all NR gates at **Waterloo**. The change was implemented on the lower numbered platforms in January 2013 and prevents customers who have failed to touch-out when leaving the Waterloo & City line, from being charged a second fare. Any card with a current open journey will be accepted by the NR entry gates and this will be recorded as a continuation of the original journey. Similar settings will also be applied at **Shadwell**, for customers interchanging between the DLR and LOROL.
- Maximum Journey Times for approx 500 mainly orbital NR PAYG journeys, where the estimated time to complete the journey exceeds the current maximum journey time, will be increased to ensure that customers are not overcharged.
- Implementation of the new design of Customer Fares Poster at all stations, as outlined in TRU68.
- Off-peak fares from **Watford Junction** to **Euston** or **Zone 1** will increase, as will the cost of the **Zone 1-9A Day Travelcard (Off Peak)** and **PAYG cap** covering **Watford Junction** which will increase from **£15.70** to **£16.20** and the **Child** version from **£7.80** to **£8.10**
- Changes to Off-Peak Entry and Exit Charges at **Watford Junction** (as shown in the table to the right)
- Journeys between **Surrey Quays** and **Central Line** stations west of **Shepherd's Bush** will be charged on a non-**Zone 1** basis when interchanging between **Tube** and **London Overground** services at **Shepherd's Bush**.
- Non-**Zone 1** fares will be added for journeys between stations on the south end of the **Northern line** stations and a number of **Southeastern** stations for journeys via **Clapham North / Clapham High Street**.

Rate		Off-Peak
Adult		£5.20
Child 5-10		£0.00*
Child 11-15		£2.60
16+		£2.60
16+ with NR Railcard discount	Entry	£2.50
	Exit	£2.60
Adult with NR Railcard discount		£3.45
JCP Discount		£2.60

\*No change

LOROL will also be implementing some further changes to their Ticket Vending Machines and will be mandating Travelcards within the Zonal area onto Oyster from **Sunday 22 September 2013**. Further details of these changes will be included in the September TRU.

## POTTERS BAR OUT OF ZONE



It was recently highlighted to us that staff fares lists at a number of stations were wrongly printed indicating **Potters Bar** station as being in **Zone 9**, when it is not currently included within the Oyster zones.

5455	Polegate	30:9
5819	5 Ponders End	7:7
5883	Poole	55:6
5928	Portchester	36:1
5276	Portslade	29:2
5540	Portsmouth Stns	36:1
6022	9 Potters Bar	10:0
5285	Preston Park	28:5
3055	Princes Risborough	16:5

The error appears to have occurred as a result of an earlier proposal to extend PAYG acceptance to **Potters Bar** and a number of other FCC stations, which were subsequently dropped.

As staff fares lists are due to be reprinted to reflect the September Fares Revision changes, it was decided not to reprint the incorrect lists just to address this error. In the meantime, ticket office staff have been advised to blackout the incorrect text to avoid possible confusion.



## IN THE NEWS

### CHANGES TO SCHOOL PARTY TRAVEL

To coincide with the forthcoming start of a new school year, from **Monday 02 September 2013**, the scope of the existing scheme is being extended to also include sporting events. These were previously excluded from the School Party Travel scheme.

The change is being funded by the Mayor of London as part of his Olympic and Paralympic Games legacy commitments, to help encourage participation in sport.

Transport for London		No.	
School party ticket			
Date of travel	Wednesday, 7 August 2013	Party: Children (5-16 years)	10
School name	Olly Oyster Ticketing Academy	Adults	2
Place being visited	Courtauld Institute	Outward journey start time	10:00
Ticket type	Return	Return journey start time	14:00
Mode	From	To	
National Rail	East Croydon	Victoria	
Tube	Victoria	Temple	
MAYOR OF LONDON		Issued subject to conditions - see over	



The requirements of the scheme that remain unchanged are:

- Schools must register with TfL to make applications. Online and fax applications must be made at least 14 and 21 days in advance respectively of the trip. Schools should apply early for popular venues or events, as their trip may be rejected if there are already too many school groups travelling.
- School trips starting from LU stations in Zones 1 or 2 cannot travel before 09.50. In other Zones travel is allowed from 09.30. The last leg of the return journey must start before 16.30.
- Trips are limited to 2 per child, per term. They must be made Monday-Friday during term time only. The timings above apply at all times and no exceptions will be made.
- 2 adults are allowed for every 10 children travelling. Groups consisting of more adults, will need to buy tickets for any additional adults.
- Schools can now contact the School Party team directly on a new number : 0343 222 1000.

### 16+ SCHEME CHANGES

Further to our article in TRU 69, TfL have confirmed that applications for 16+ Oyster Photocards reopen on **Tuesday 20 August**. This year there will be a number of minor changes to the 16+ scheme, as identified below;

- 16 year old applicants will receive a card valid for 2 years rather than one.
- This year, customers will be able to apply online, but as part of the process will have to print a form for their school or college to confirm their eligibility.
- Applicants living outside of the Greater London area will receive a card without the free bus and tram travel entitlement, but will be able to travel at half adult rate. These cards will expire on the holders 18th birthday, rather than at the end of the academic year that their birthday falls.

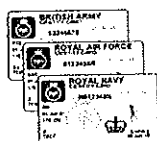
Armed Forces free travel has been a hot topic for a number of LU staff in recent weeks, and despite articles appearing in TRU68 and Hot Issues Bulletins, the message has struggled to get through to some. Therefore, let's address this myth once and for all...

## MYTH

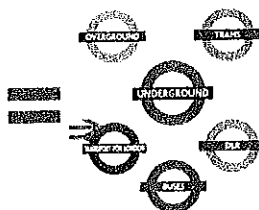
## TRUTH



Uniform



Armed Forces ID Card



Free travel on; LU, LOROL, DLR, Bus, Tram and inter-available services on which TfL tickets are accepted



1. They are in full uniform AND
2. They produce their valid Armed Forces ID card for inspection at the gateline on entry and exit.

If ANY Armed Forces Personnel wish to travel out of uniform, there is nothing to prevent them doing so. However they will need to either purchase a ticket or use a validated Oyster card for their journey in the same way an off duty PCSO has to.

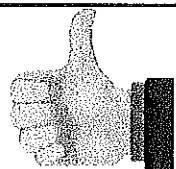
It makes no difference if Armed Forces personnel have been issued with a letter by their Commanding Officer, as this is a TfL/MOD policy decision which they are not authorised to change. Any such letter is therefore not valid for free travel.

## TOM SOFTWARE VANGUARD FEEDBACK

Despite a couple of last minute cancellations, the software was finally downloaded to Heathrow T4 going live on Friday 30 June and was then implemented at Heathrow T123 and Liverpool Street from the start of traffic on Wednesday 3 July. Although we undertake extensive testing before any equipment or software is implemented, there is still great value in having a Vanguard on live stations before embarking on any major rollout.

This TOM software Vanguard enabled us to quickly identify a number of issues, which CTS and their software developers IGENYS have been able to address ahead of the software finally being implemented network wide on Sunday 15 September.

What  
went  
well?



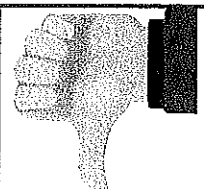
The main changes, particularly around improvements to refund processing, have generally been very well received both by ticket office staff at the Vanguard stations and those from other groups who have attended one of the recent TOM briefing sessions held at Ashfield House.

At the Vanguard stations, which handle large volumes of refunds for customers leaving London, the new streamlined process for refunding the PAYG balance, deposit and cancelling the card in one transaction, was welcomed as a major improvement on the previous 3 or 4 stage process.

Some of the main issues identified during Vanguard were;

- Inability to void entry on last PAYG journey, after having voided an exit validation.
- Inability to cancel PAYG entry validation when customer has picked up an online purchase or refund from a gate, but does not want to travel
- Cancellation of whole transaction when customer prematurely removes their bankcard from the Chip & PIN unit when processing a bankcard refund
- TOM rebooting itself following the cancellation of an Oyster card using the "Return to Business operations" option
- Automatic deduction of a £5 admin charge from an Oyster card which has a season ticket on it that is close to expiry, but which has no residual value
- Intermittent freeze of RTD or inability to read an Oyster card without returning to main menu first.

What  
not  
so  
well?



We are confident that all of these issues are now fixed within a revised version of software due to be released to Ashfield House and the Vanguard stations on the night of Tuesday 20 August. We will then be looking to see whether its performance in the "live station" environment is acceptable, before starting to download the new software to all other stations in readiness for the planned switchover on Sunday 15 September.

### SOME TIPS WHEN USING THE NEW SOFTWARE

- Don't rush
- Read the screen prompts before confirming a transaction
- Check what is printed on the receipt before making a refund to a customer
- Don't leave the customer's Oyster card on the RTD ready to finalise the transaction
- All refunds will initially show in the transaction basket as being refundable at the station



Part 2 – Picking up on the Fares Revision items on Page 5, which feature a number of changes to fares to/from Watford Junction;

Q. In which year did the last Bakerloo line train to Watford Junction run?

A 1979

B 1982

C 1984

D 1986

Answers on  
page 19

# SPECIAL FEATURE

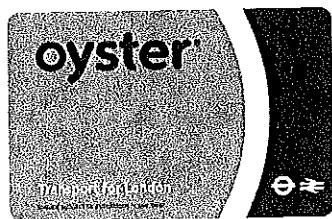
## TOM UPDATE MEANS BIG CHANGES FOR REFUNDS

The long awaited introduction of the new TOM software on **Sunday 15 September** will make some fairly significant changes to the way we handle refunds at our ticket offices. In our *Special Feature* this month, we take a final look at the changes and some of the main procedural changes linked to it.

**SEPTEMBER 2013**

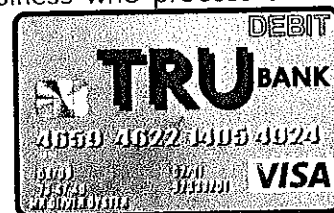
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**OYSTER DEPOSIT REFUNDS** - Probably one of the most significant changes is the automation of the process for refunding the Oyster card deposit and PAYG balance, where a customer no longer requires their Oyster card. The previous protracted workaround process involving a miscellaneous transaction to make a cash refund, has been scrapped and this category will be removed from the TOM drop down menu at the first opportunity following the **8 September** Fares Revision. This now means that refunds are made by the same method of payment as used for the original purchase, overcoming the previous problem where a card purchase was effectively refunded in cash, which breaches bank card scheme rules.

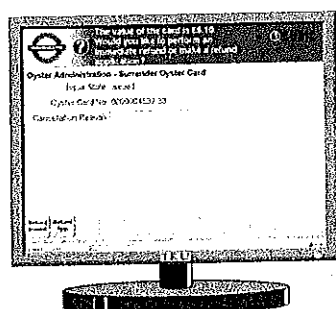


During the recent TOM software vanguard, one of the issues identified was that the TOM rebooted itself if the "Return to Business Operations" option was used to cancel an Oyster card that had either been handed in, or had been refunded via the previous workaround process. This issue will be addressed within the final TOM software release due to be implemented on **15 September 2013**.

**BANK CARD REFUNDS** - One other issue highlighted during the Vanguard was that on a number of occasions when processing a refund back to a bank card, the transaction was declined. This appears to be because the TOM goes online for authorisation of the transaction. Strictly speaking, this is unnecessary for refunds as any authorisation should come from LU rather than the card issuer or Barclays Business who process our card transactions. In the case of some types of overseas bankcards it would appear that if no response is received from the issuer to a request for authorisation the transaction is declined. Experience during the Vanguard has shown that if it is then attempted as a magnetic swipe and signature transaction, the TOM will successfully process the transaction. This workaround has been included in the TOM software briefing material and the updated T&R Books.



One final issue on bank card refunds is that although we would ideally want to make the refund back to the same card used for the purchase, if the customer does not have that card, then the transaction can be processed onto another bank card. If the customer does not have any other card, then the transaction must be processed as a Refund application and processed via the Customer Contact Centre, the customer will not therefore receive an on the spot refund.



This is a big improvement on the current workaround process where customers who have topped up using a credit or debit card, are refunded in cash. This actually breaches card scheme rules and the general retail principle of always making the refund by the same method as the original payment. Although some customers might welcome a "free cash advance", those leaving the country having run down their Sterling to just have enough loose change for a final coffee at the airport, would probably much prefer a refund back to their card account rather than a cash refund in Sterling.

## CHEQUE AND MIXED TENDER REFUNDS

The new software will also make it easier for customers to obtain a refund by addressing a couple of issues which currently prevent this from happening when the TOM believes that the original payment for the product was made by a mixture of different tender types. If the original payment was made by a mixture of cash and bankcard, then the TOM will now allow an "on the spot" refund, with the appropriate proportions being made back to the bankcard and the remainder in cash. In circumstances where the TOM is not able to establish the exact proportions for each payment type, then the whole refund will be forced back to the customer's bankcard. Another issue that has also been addressed, is where a customer has topped-up a card which was previously had a negative balance. This can now be refunded by using either PAYG LAST or PAYG ALL.

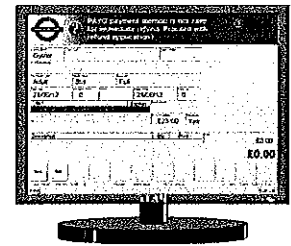


## RECORDING CUSTOMER DETAILS

One of the other main areas of change, which links into our front page story, is the new process for capturing the details of the person you are making the refund to. This provides us with an improved audit trail of who we have actually made the refund to and ensures that all refund applications sent from the TOM to the Customer Contact Centre, will now have up to date details of the applicant.

### Some important issues to remember here;

- the process is simply recording who we are making the refund to.
- recording these details does not register the card and there is no link between the information recorded on the TOM and the card or its journey history.
- recording the details will not automatically update the customer's registration details. If they have moved, they will still need to update their details online or by calling the Oyster Helpdesk. However, the changes will ensure that any resulting refund sent by cheque will go to their current address.
- there is no longer a need to register a card before processing a refund.



## VERIFICATION OF ID

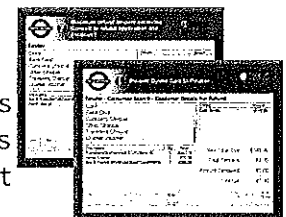
There is also some simplification to the process of verifying the customer's details, as the new software utilises existing search facilities within the TOM to simplify the process of checking the customer's details.

If the card has previously been fully registered on an LU TOM, then when presented to the RTD the customer details fields will be automatically be populated with the details. It is then simply a matter of checking the customer has some proof of their name and gives the name and address shown on the screen. If they give a different address you would then need to see some proof of the new address.

Even if the card is not registered, it will now be easier to confirm customer details. Providing they have proof of their name, if a search on the house number and postcode they give you, shows them at the address given, this will be accepted. If the customer is not shown at the address on the search, then proof of name and address will still be required and their details must then be entered on the TOM by selection of "Not listed". The current procedures which allow visitors to London to obtain a refund on production of their Passport or National ID card will continue. In such cases the Ticket Seller will skip the customer search and the TOM will then generate a longer receipt printout with space for the customer to write their name and home address. This avoids the need to record overseas addresses on the TOM, whilst still maintaining an audit trail of who the refund has been made to.

## ALTERED AVAILABILITY V OFFSET REFUND

The new software also builds upon the existing offset refund facility that allows customers to surrender one product and use the proceeds to purchase another ticket. All refunds will now initially be placed in the transaction basket, allowing them to be used against another purchase. The current rules that determine whether a refund can be made at the ticket office or has to be referred to the Customer Contact Centre, are now only applied at the end of the transaction. Although giving the customer more flexibility, this does not completely replace the Altered Availability Exchange process, which will generally be more beneficial to the customer, if they are surrendering an annual ticket and want their new ticket to have the same expiry date.



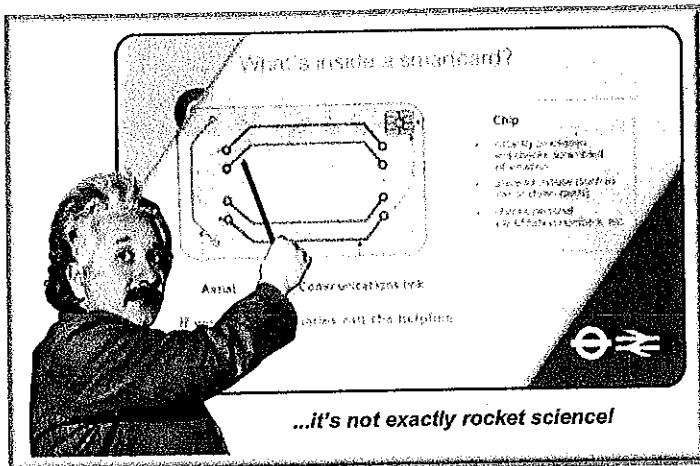
## FAILED SALE REPORT

SAF Main Menu - Admin - View Journal			
Operator	Start Date	10/05/13	Start Time
Seal Number	000-0000-0000-0	End Date	21/06/13
			End Time
Date/Time	Action Item	Details	
21/06/13 09:07	Discount	TOMSAF 2 discounted by CLERK 701095 (701095)	
21/06/13 09:07	Discount	TOMSAF 2 discounted by CLERK 701095 (701095)	
21/06/13 09:08	TSDA Viewed	CLERK 701095 (701095) - Viewed by: CLERK 701095 (701095)	
21/06/13 09:08	Sign On	CLERK 701087 (701087) has signed on to TOMSAF 1	
21/06/13 09:08	Sign On	ANTHONY SUPERVISOR (700325) has signed on to SAFSAF 2	
21/06/13 09:08	TSDA Viewed	CLERK 701095 (701095) - Viewed by: ANTHONY SUPERVISOR	
21/06/13 09:15	TSDA Viewed	CLERK 701095 (701095) - Viewed by: CLERK 701095 (701095)	
21/06/13 09:16	TSDA Printed	Printed by CLERK 701095 (701095)	
21/06/13 09:23	Discount	TOMSAF 2 discounted by CLERK 701095 (701095)	
21/06/13 09:30	Discount	SAFSAF 92 discounted by ANTHONY SUPERVISOR (700325)	
21/06/13 09:58	Discount	SAFSAF 92 discounted by ANTHONY SUPERVISOR (700325)	
21/06/13 04:00	POM Sale Failed	Device ID:16, NLC:0035, Sales Reference Number:0, Cancellation	
4.0. VALUE OF ISSUED TICKETS:£0.00, CASH PAYMENT:£0.00, NON CASH PAYMENT:£25.00, KEPT NON CASH:£25.00, REFERENCE NUMBER:641333****0013, CARD KEPT FLA			

One final piece of functionality which is being introduced with the new TOM software is a new facility to check on failed POM sales via the SAF Journal.

So if a POM fails to issue the customer's tickets or Oyster cards, but they have been charged, details will now appear in the journal (as shown in the example to the left). This will greatly assist the process of investigating such claims. The facility mimics the old POM Failure event printouts which were generated following a failed sale, prior to the introduction of the SAF.

# OYSTER EXPLAINED



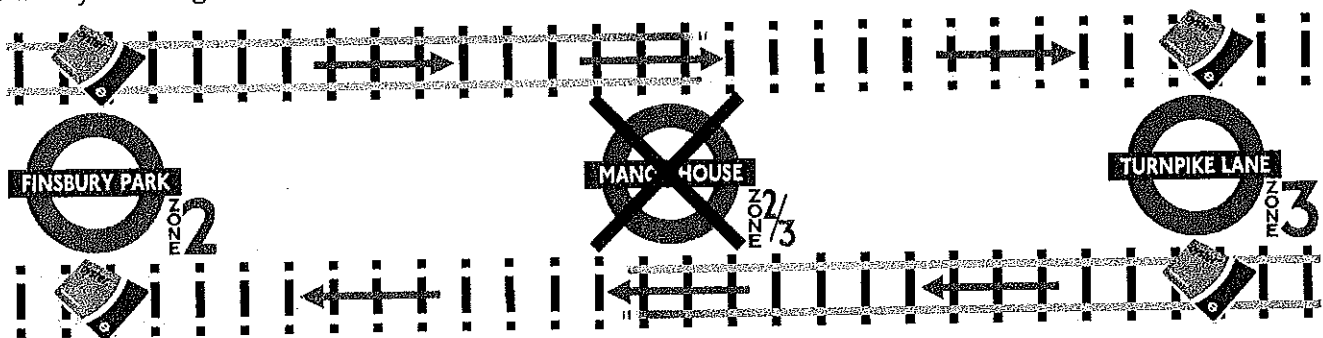
For this month's Oyster Explained feature, we return to a topic that we have covered before. However, recent feedback we have received has indicated that this is an area that some staff may still be struggling to understand. It is also a timely reminder of some of the tools that will be deployed for the forthcoming Notting Hill Carnival.

## FIXING THINGS WHEN IT ALL GOES WRONG!

The Oyster system works very well when customers touch in and out as we have promoted, but there will be the occasional time when things don't go exactly to plan. This could be due to a power or equipment failure preventing customers touching in or out, a station evacuation, a service suspension or disruption to services, which just result in the customer's journey taking longer than normal. In all of these scenarios, there are tools available, to either mitigate the impacts of these disruptive events, or resolve the issue quickly afterwards if the customer has been overcharged or incurs an incomplete journey.

### ALIASING

This can be set up by the OCC and caters for situations where engineering work or a station closure results in a customer having to use another station in a different fare zone. Gates are effectively set up to operate as if they were at either of the stations. So in the example below, if due to a station closure a Manor House, a customer with a Zone 1&2 ticket that has to travel to the Turnpike Lane (first station within Zone 3), then they will only be charged a Zone 1&2 fare when they exit.



In a similar way westbound customers with a Zone 3 ticket who are over carried to Finsbury Park would not be charged an additional Zone 2 fare when exiting there.

The downside of its use is that the gate is unable to differentiate between customers who have been over-carried and those who always intended to exit there.

### AUTO COMPLETION/SELECTIVE AUTO COMPLETION

These are frequently used tools, which help us to reduce the number of incomplete journeys arising from crowd control at major events, equipment failures and other events which may prevent PAYG customers from being able to touch-out at the end of their journey.

It can be applied to the Gates and PVals at one station or a number of stations in an area and allows us to automatically close off a previous unfinished PAYG journey, when the customer touches-in to start their next trip at a station where the setting has been applied. Both Auto Completion and Selective Auto Completion are particularly useful when we have major events at stations, or in the rare event of us having a system wide shutdown.

## AUTO COMPLETION/SELECTIVE AUTO COMPLETION continued

Some basic facts:

- Neither will resolve incomplete journeys which have been caused by the customer failing to touch-in.
- These tools only work for **unfinished journeys**, not for **unstarted journeys**.
- When customer touches in at a station where Auto Completion has been set, then if there is an unfinished journey on their card which occurred that day, it will be automatically closed off as if the customer had exited at that station.
- Although this may not always be 100% accurate, our zonal fares structure means that in the vast majority of cases the customer is charged the correct fare, rather than a maximum fare.
- Relies on the customer touching-in when making their return journey from the affected station, or a nearby station where Auto Completion has been set.

**Auto completion** can be set from the SCU or by the OCC and is only effective if unfinished journey occurred during the same traffic day.

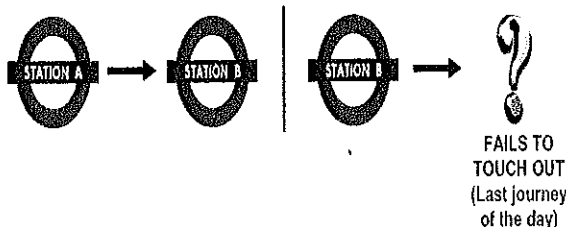
**Selective Auto Completion** is more versatile, in that it allows resolution on following days. It can only be set by the OCC and resolve unfinished journeys which occurred during a specified time period.

## AUTO FILL

This is a newer tool, which attempts to predict what a customer did within certain rules and based on the customers normal travel pattern. Following its launch in April 2011 (see TRU52), the use of Auto Fill by OCC was originally restricted to unfinished LU journeys which fitted into two main patterns, as detailed below;

Criteria 1 –

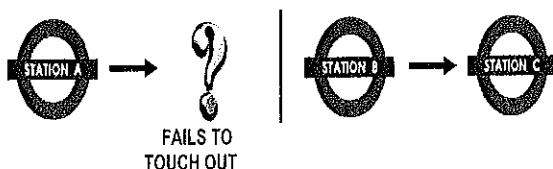
Customer forgets to touch-out after journey home



This has previously been used successfully to reduce the impact of customers failing to touch out on DLR PVals at Canary Wharf and Heron Quays, when interchanging onto the Jubilee line. This particular issue has since been addressed by changes to the gate settings on the West gateline at Canary Wharf, to allow intermediate validation.

Criteria 2 –

Incomplete journey followed by LU journey



A further recent development is the ability for customers to use an online facility to provide the missing information on their incomplete journey, but there limitations on the frequency that they can do this.

In the future, there is scope to further develop the principle of Auto Fill with Contactless Payment Card technology, where the decision on what to charge the customer for a journey does not have to be made until the end of the traffic day, thereby giving more opportunity to try and work out what the customer actually did.

For planned engineering works and major events, the OCC apply various settings to the gates at affected stations each week, following a pre-determined plan. We are looking to include details of these gate settings within our weekly Hot Issues Bulletin, in the final section which deals with ticket acceptance.

Part 3 – Following along with the Watford Junction theme for our last question;

Q. In which year was the Oyster area extended to include Watford Junction?

A	2005	B	2006
C	2007	D	2009





[askolly@tube.tfl.gov.uk](mailto:askolly@tube.tfl.gov.uk)

From: [REDACTED]  
Sent: 18 June 2013 05:10  
To: Ask Oly  
Subject: Child Visitor Oyster cards

Hi Oly

After 3-4 years of championing to get something sorted for kids of tourists to have a weekly at Liverpool Street Ticket office, I was so pleased to see last month's software put onto our TOMs for Child Visitor Oyster cards.

Then this morning I read T&R 69, to find that this facility is only going to be at the TIC's. As you may think my thoughts are best not written down as it may cause offence and I would appreciate a valid reason for this about turn.

Can I remind those who have decided this, that the TICs are only open from approximately 07:30-19:30 whilst our windows are open from 05:30-24:00 and it is our windows that are first seen by the visitors as they get off the Stanstead Express. The SAMFs at Liverpool Street are some of the most experienced and knowledgeable you will find anywhere.

Regards

Hi [REDACTED]

The exit token is a facility that allows a customer to pass through a gate using their Oyster card, without generating an exit charge.

This is most commonly used where a customer arrives at the gateline having not touched-in and has insufficient PAYG to exit. When topping-up at the Assistance window, the Ticket Seller must make an adjustment to deduct the cost of the journey they have just made from what has been added to the card and then adds an exit token so that when they touch out, they will not be charged again.

Regards

*Olly Oyster*

Hi [REDACTED]

Thank you for your email and sorry to learn of your disappointment.

The Child Visitor Oyster card solution is being taken forward as a trial this summer and between TRU 68 and the last edition, a decision was made to restrict the trial only to TICs, so we could evaluate the process this summer. In the article that you have read, we did try to explain that this avoided issues caused by the temporary introduction of a different type of Oyster stock into a number of ticket offices. This would have caused us some issues in predicting demand and ensuring each site had sufficient supplies from the stock that is currently available. We also had some concerns about the TOM's ability to enable this card type and to add the discount to it, which are both new activities to the TOM and would possibly require a software change to the device.

As already mentioned, this is a trial and if successful could be adopted as a permanent solution and extended to other outlets. You do make a valid point regarding the limited opening hours of the TIC, but at least during the trial this does give customers an option that they didn't previously have.

Regards

*Olly Oyster*

From: [REDACTED]  
Sent: 07 June 2013 22:18  
To: Ask Oly  
Subject: Oyster Exit Token

Hi Oly,

I just wanted to know why we can put an exit token on a Oyster card even if the customer don't have any money.

Regards

From: [REDACTED]  
Sent: 26 June 2013 17:17  
To: Ask Olly  
Subject: Charged for Zone 1 journey

Hi Olly,  
Sorry to bother you, but a couple of days ago I had a customer who regularly travels to Surrey Quays from South Kenton station. To save money on her Oyster card she decides to travel on London Overground trains from South Kenton to Willesden Junction and from there to Clapham Junction and then to Surrey Quays. But even though she makes this journey and spends lots of time on the train, she still has been charged for Zone 1.

My question is: Why has she been charged on her Oyster for Zone 1, when the entire journey was in Zones 2, 3 and 4 and she has touched her Oyster on the pink reader at Willesden Junction.

Any clarification would be great.

Regards

[REDACTED]

Hi [REDACTED]  
With any Oyster card that has a valid discount entitlement, the customer should be in possession of the supporting Photocard when presenting the card for a top-up or journey resolution. If they are not able to present the supporting documentation then the discount should be removed from the card. It can then be added back onto the card on presentation of the appropriate proof of entitlement.

On the second point you have raised, the ID is to verify who you have made the refund to. So a group leader could present a number of cards issued to their group members and obtain a refund on each of them. This is obviously slightly different if the person presenting a single card for a refund appears to have no link to the registered owner.

If a Freedom Pass is not working, the holder needs to be directed to the issuer, either their local council or Post Office to obtain a replacement card. If the card cannot be read, it is not possible to determine whether it is still valid or whether it has been hotlisted or disabled.

Regards

*Olly Oyster*

Hi [REDACTED]

This is a very topical question.

At the moment the chargeable route for this journey assumes that the customer travels via Zone 1. Validation on the pink route validators at Willesden Junction assumes that the customer travels around the North London line, which passes through Zone 1 at Shoreditch High Street.

To go in the opposite direction via Clapham Junction would require a validation at Clapham Junction, where we don't currently have route validators. However, as part of the September Fares Revision changes (covered on Page 5 of this edition), it is planned to install route validators at Clapham Junction which will then allow customers travelling via this route to be charged accordingly.

Regards

*Olly Oyster*

From: [REDACTED]  
Sent: 18 July 2013 19:01  
To: Ask Olly  
Subject: Journey History and Refund

Dear Olly,

I have several queries for you!

If a customer has a JCP or Bus & Tram discount registered on their Oyster card and they want a journey history printout, do they need to show us the appropriate photocard before we can give them the printout?

Are third parties allowed to claim refunds as long as they provide the required proof of ID?

And finally, if a customer has a Freedom Pass that no longer works on the reader but is still in date, can we refuse them entry through the gates as the card is not working?

Regards

[REDACTED]



askolly@tube.tfl.gov.uk

Hi [REDACTED]

Since publication of the first article in TRU68, the implementation of the changes to the Customer Charter Refund scheme have been deferred until later in the year, to allow further development on the website element of the changes.

The original proposal was for the new Service Delay Refund to be automatically downloaded onto the customer's Oyster card via the gates at the station they use most. This would be similar to the way that ad-hoc refunds are currently processed by the Oyster team, when a customer has been wrongly charged for a journey. These take the form of a PAYG credit, which are ideal for PAYG users, as they can use this for future journeys. However for season ticket holders, the method of payment assigned to these transactions means that they can not be refunded by the TOM, so currently they would need to be processed as a Refund Application via the Oyster team. It is possible that the forthcoming TOM software change will assist in allowing the refund to be offset against the purchase of a new season ticket, but this aspect has not been fully tested, as it's quite difficult to simulate a downloaded refund within the test environment.

One aspect of the proposed changes is to increase the threshold for triggering a refund from 15 minutes to 30 minutes, when implemented this should reduce the number of customer claims at your end of the network, where service frequencies are less than on other parts of the network. We will update you on progress on implementing these changes in future editions of TRU. Regards

*Olly Oyster*

From: [REDACTED]  
Sent: 13 May 2013 09:46  
To: Ask Olly  
Subject: Customer Charter Refund Enquiry.

Hi Olly,

I see in TRU68 there is a small article regarding changes to Customer Charter Refunds. The suggestion is that refunds will transition to automated credits onto the customer's Oyster card instead of the current physical vouchers. Will this be credited as straight PAYG credit or will there be other options available to the customer?

The reason I ask, is that (especially up this end of the Met line) customers currently tend to 'pool' their paper vouchers towards 7 Day, monthly or even annual Travelcards. If future claims are planned to be credited as simple PAYG then the customer will presumably be unable to continue with their current behaviour as PAYG credit is currently not useable as payment towards any other product on the same card without first refunding the balance separately. Is that correct?

Regards,

Hi [REDACTED]

Thank you for your email.

The answer is; Yes they should be accepted.

We ran a feature on the change of name from Northern Bank to Danske Bank in TRU 65 when the change of name was announced.

The change will be in the next update of T&R Book 5, which we are looking to publish to coincide with the forthcoming TOM software changes and September Fares Revision.

Regards

*Olly Oyster*

From: [REDACTED]  
Sent: 01 August 2013 09:02  
To: Ask Olly  
Subject: Danske Bank notes

Hi Olly,

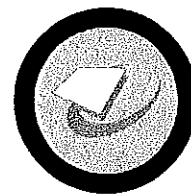
At the end of June some Northern Ireland bank notes were replaced; with Danske Bank notes replacing Northern bank ones until they go out of circulation.

Do we accept these new notes, as they are not listed in T&R Books 5?

Regards

## IOP UPGRADES NEAR COMPLETION

Sunday 07 July 2013 saw the start of two major elements of the Oyster card reader (RTD) replacement programme, with the start of the TOM RTD rollout and the addition of an extra installation team to concentrate on upgrading PVal.



DEVICE TYPE	STATUS
Pneumatic Gates	Completed 18/7/13
E1 Gates	Completed 17/7/13
E2 Gates	Completed 26/7/13
PVALs	Due for completion Mid August
AFM	COMPLETE
MFM	Completed 28/7/13
QBM	Completed 25/7/13
TOM	Completed 31/7/13

The start of these works and the additional resources led to changes being made to the POM RTD programme so that where possible, we tried to align POM and TOM upgrades at stations.

At some smaller stations with only one TOM, this opened the way for the TOM to be upgraded by one of the POM teams, whilst they were on site and were waiting for tables to be loaded to the MFM.

As a result of these changes, all of the RTD upgrades were scheduled to be completed ahead of the original target dates, as shown in the table above.

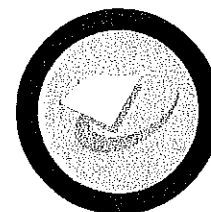
The only devices yet to be completed are PVal, with around 20 LU devices yet to be upgraded. The delay in completing these stems back to problems we encountered during the original PVal Vanguard at Finsbury Park. Two abortive attempts to upgrade the 14 devices spread around the station ended up with the PVal being reverted to standard RTDs, due to a device resetting problem. This was partly linked to the volume and rate of transactions; Finsbury Park has some of the most heavily used PVal on the entire Oyster estate.



Whilst the new readers have since been rolled out to most other LU PVal, CTS have been developing an improved version of PVal RTD software (A22) which was initially deployed onto 7 PVal at Finsbury Park on 26 July, as the first stage of upgrading this station. Following this Vanguard of A22; approval has now been given to restart the PVal upgrade programme, installing RTDs with A22 software, to complete the upgrade of the remaining LU devices, including the remaining 7 devices at Finsbury Park.

To address a card sequence problem which saw the journey histories of a couple of cards corrupted, a further Vanguard of an upgraded version (A25) started on Sunday 11 August and is scheduled to be deployed to all other PVal across the LU network on Sunday 25 August.

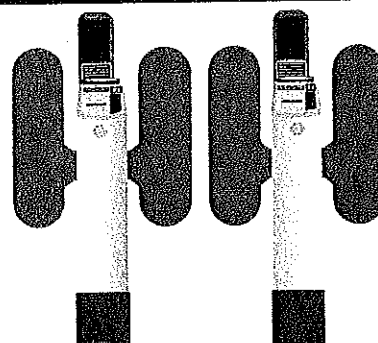
The improvement in card reading reliability within the latest PVal RTD software has also been incorporated into an improved version of TOM RTD software, initially this was deployed to the 4 TOM software Vanguard sites, plus a number of other locations operating with conventional TOM software, mainly in the Notting Hill Carnival area on Friday 09 August. It is hoped that this new release will overcome some of the RTD freezing issues that have been identified since the TOM RTD rollout and which have hampered our attempts to deploy the new TOM software across the network.



## GATE HOST UPGRADE

Another element of our preparations for the acceptance of Contactless Payment Cards and ITSO, involves the updating of software within the actual gate. The upgrade of the gate host software commenced on 23 June, initially only on Pneumatic gates. Completion of integration testing on E1 and E2 type gates has since seen the start of separate programmes to update both of these types of gate, using teams freed up by the recent completion of the Gate RTD and TOM scanner upgrade programmes.

The gradual replacement of the older style Pneumatic gates, mean that we are on schedule to have completed the upgrade of all Pneumatic gates by 21 August. The much larger number of E1 and E2 gates are due to be completed by mid October.

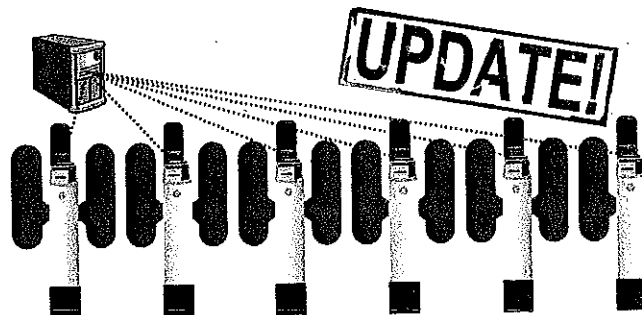


# IOP UPDATE

## STATION ETHERNET

After what feels like a very long time, this major project to install a new communications infrastructure across LU and other TfL modes is entering its final stages.

Now expected to be completed by **23 August**, the last few weeks have seen an increase in activity in all three of the project phases. In **Phase 1** – the installation of new cables and larger cable runs – work has finally started on three of the four remaining Phase 1 “problem” sites (where obstacles such as pigeon netting, conflicting project work and access across NR tracks have had to be overcome) at **Finsbury Park, Waterloo and Wembley Park**.



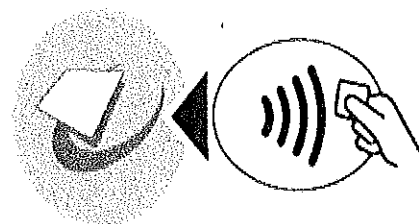
	Total sites	Surveys		Phase 1 – Cabling		Phase 2 – Hardware		Phase 3 – Commissioning	
		Completed	Remaining	Completed	Remaining	Completed	Remaining	Completed	Remaining
UNDERGROUND	289	289	0	285	4	189	100	168	121
TRAM	39	39	0	39	0	39	0	39	0
DLR	43	43	0	42	1	22	21	22	21
OVERGROUND	56	56	0	55	1	28	28	28	28

**Phase 2** – the installation of new switches in the gates and station computer, is currently around 65% completed, an increase of 113 since we last reported on this project in TRU69.

The final **Phase 3** stage of the project is the testing and commissioning of the equipment before sign-off. This process does not require any interruption to the live system as all devices are connected to the Prestige WAN at this stage, but are not activated as they require a software download at a later date to live them on the system. Here CTS are currently attending an average of 6 sites per night and have now completed almost 60% of stations, prior to the final switchover.

## IOP NEXT STEPS

Although we have recently completed the major task of upgrading all of the Oyster card readers on LU stations and are close to completing the installation of the new communications network that links our gates to the central system, there is still plenty more work that needs to be completed before we are completely ready for devices to accept Contactless Payment Cards.



West Brompton is scheduled to become the LU station to advance to the next stage of the journey towards IOP readiness, with the gate and PVal readers being upgraded to FTP2. Before this upgrade can take place, the following upgrades need to have been completed:

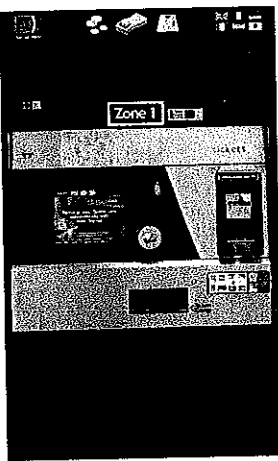
- ✓ Station Computer upgraded to E32 Software
- ✓ Gates and PVals upgraded with TR3/MM6 Oyster card readers
- ✓ Gate Host software upgraded to latest version
- ✓ New Ethernet connection between gates and Station Computer, installed and commissioned
- ✓ EMV/ITSO base data loaded onto the LU DGC.

Once all of these steps have been completed, new software will be downloaded to each device at the station, which will then cause the device to request and download their tables via the Ethernet connection, rather than via the traditional multi-drop connection to the SC. The devices will then be to the FTP2 standard, with the capability of reading Contactless Payment and ITSO format cards, but these cards will not be accepted until tables to accept these are loaded ready for prelaunch testing.

## MFM UPGRADE

Although the MFM has had several previous upgrades; to swap buttons for touch screen operation, to add bankcard and later Chip & PIN acceptance, and lastly to add Oyster card capability, it is now overdue a further upgrade to match the capability of the AFM.

With the forthcoming demise of the last of the FFMs, the technology within the MFM will be some of the oldest still in use on our ticketing equipment. This has limitations on our ability to upgrade and access devices remotely, as the capacity and speed of loading can be problematic.



Funding has recently been agreed for a major upgrade of the MFM, which is scheduled to take place in 2014. The upgrade is planned to include the following elements:

- Installation of an upgraded PC to replace the current screen and bank card processing PCs and the LCP which drives the device.
- Installation of an Oyster card dispenser, similar to that already installed in the AFM, which will also have the capability of issuing more than one card in a single transaction.
- Inclusion of the staff sign-on facility and pink staff screens, as already provided on the AFM.
- Increase in the maximum number of notes that can be tendered within a single transaction, currently limited to a maximum of 11 notes.
- Revised algorithm for change giving, to provide a better and more flexible use of the change available within the device. The MFM currently always attempts to dispense the smallest number of coins to a customer, which makes it very "£2 hungry", despite most stations having large surpluses of £1 coins. The change would consider what coins are available in the hoppers, before making a decision on the composition of the change to be given to the customer.



- Ability of : ticket only".
- Currently the device will go out of service if either the RTD or the ticket handler is unavailable, whereas the more advanced AFM will operate in a degraded mode, offering a reduced service to customers.
- Possible installation of a "Note recycler" in place of the current "Note acceptor" in around 30 or 40 of the busiest MFM locations. This would allow the device the option of giving change in notes as well as coins, again making less of a drain on the change reserves within the device. At present if a customer inserts a £20 note for a £4.50 ticket, they will receive £15.50 in change (normally 7x£2, 1x£1, 1x£0.50). This change would link with the new algorithm change mentioned above, which will apply at all stations.

A lot of these enhancements will utilise features which are already included within the AFM.

The upgrade will be closely linked to the work already underway to upgrade the current design of screen on our entire touch screen POMs, which for logistical reasons is now likely to follow the completion of the MFM upgrade programme. It is therefore likely that upgraded MFMs will initially appear with the current screen format and additional functions. On completion of the upgrade programme, all POMs would then switch to the new screen design and format, giving a consistent appearance at each station and across the network, rather than some devices having one style of screen and others a completely different look and feel.

### How to contact us

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## QBM RECEIPT PRINTER AND MAGNETIC STOCK

In TRU69 we outlined the forthcoming trial of a new design of QBM receipt printer. The trial units have since been installed at Euston and Brixton and incorporate a modified bowl arrangement on devices issuing magnetic tickets, as illustrated in the photograph to the left, whilst the Oyster only devices have the bowl completely blanked off.

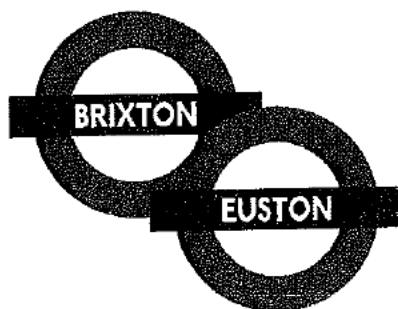
The introduction of these new receipt printers has meant an alteration to the actual QBM receipt rolls, which are a different size for these devices. New stock was delivered to the trial stations as part of the installation process and when we commence the rollout of the new printer to the other QBMs around the network, we will be instigating a process to collect all existing QBM receipt rolls and replace them with the new stock as part of the implementation plan.



The fact that we currently have basically two types of QBM, the "Oyster only" version plus a smaller number of devices which still have ticket issuing units, is currently under review by S&SD.

Recent sales figures have highlighted that several devices have very low levels of magnetic ticket sales. In the past, work with CTS has identified that devices with only occasional sales suffered high failure rates when customers did attempt to buy a magnetic ticket, leading to the removal of the ticket issuing equipment from all but just over 20 devices.

The current review may mean that we remove the ticket issuing unit from all of the QBMs, as happened recently at Brixton. In addition to improving reliability and reducing maintenance costs, such a move would also enable the withdrawal of the special QBM ticket roll stock. Following recent feedback, we believe that some stations that now have Oyster only devices may still have QBM ticket rolls in their stock cupboards. If you are aware of any locations with surplus stock, please advise [redacted] on [redacted].



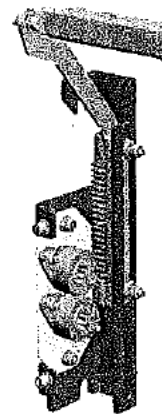
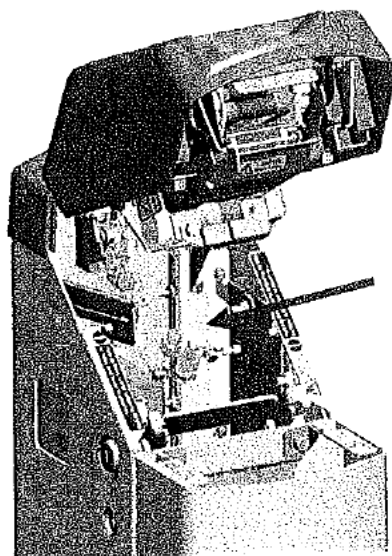
## E2 GATE LID

Since the introduction of the E2 type of gate, there have been concerns around the design of the lid and the potential risk of the lid and THU being dropped.

A trial of a new design of lid incorporating a gas strut was installed and is still in use at Victoria (District). However, the use of a gas strut was not favoured by CTS, as they were unable to source a unit of the right size which had the appropriate CE mark / certification.

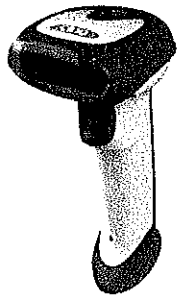
Following further development work, CTS have now developed a prototype mechanism (illustrated right) to fit to the E2 gate lid, which will provide a safer 'slow close' when the retaining mechanism is released. We hope to be able to trial this on 5 of the E2 Gates on the Western gateline at Kings Cross. This gateline has in the past suffered a high level of magnetic ticket problems, requiring staff to access the THU on a regular basis.

The trial will hopefully help us to evaluate the suitability and durability of the new mechanism for possible deployment to all other E2 type gates and WAGs at other LU stations.





## TOM/SAF SCANNER ROLLOUT



The programme to replace all of the TOM and SAF scanners and to replace the power supply unit on TOM/SAF is scheduled to be completed on the night of **Wednesday 31 July**, when CTS will be revisiting Hornchurch, Elm Park and Becontree to complete the scanner upgrades there. From **01 August**, all stations should be operating with the new design of scanner (illustrated). Any devices still fitted with the older style scanner should be reported to the CTS Helpdesk.

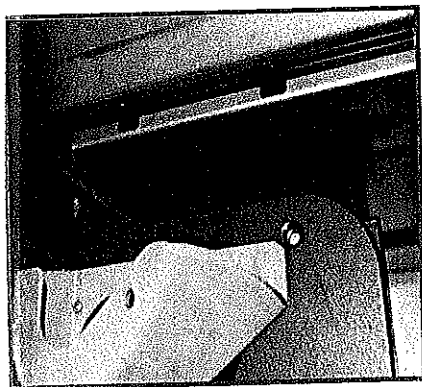
## ADDITIONAL AFM ROLLOUT

Further to our coverage in TRU 69, the rollout of a further batch of AFMs is moving closer, with final discussions on the locations and rollout plan having taken place with CTS.

Rollout is scheduled to begin at the end of September at a rate of 10 devices per week. One installation team will be installing 2 new AFMs per night, 5 nights per week (Sunday to Thursday). Priority in the first weeks of rollout will be to swap out redundant FFM's that are due to be replaced by AFMs, to ensure that all FFM's are removed before the January Fares Revision and that the devices removed are available for the CTS workshop to convert into AFMs for later on in the rollout programme. Once the rollout plan is finalised, we will aim to publish this on the T&R section of the Intranet.

## MFM HAZARD ADDRESSED

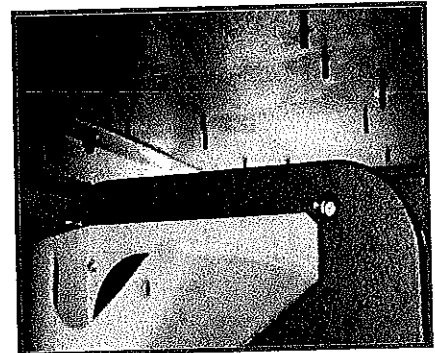
H&S representatives have recently raised a concern over a number of studs in the roof of the MFM, situated immediately above the coin handling unit. Potentially staff floating a device could catch their hand on one of these studs when reaching into the machine.



With blanking plate fitted

The issue has since been raised with CTS, who have quickly identified a modification to alleviate this potential hazard. A trial of a small blanking plate has been fitted over the protruding studs in MFM30 at St James Park, as a trial.

If deemed acceptable, we will then look to fit the plate to all other MFMs as part of a forthcoming programme of work. In the meantime, please take care when floating the MFM.



Without blanking plate

ST JAMES'S PARK

## ANSWERS TO T&R TRIVIA

Part 1 **LAL MIDE PU**



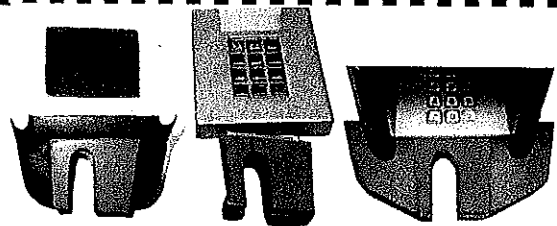
Part 2 **B** 1982

Part 3 **C** November 2007

**How did you do?**



## SKIMMING DEVICE UPDATE



The attachment of various types of skimming device to our POMs continues to be a major problem, with a steady trickle of incidents being reported back. In many cases the devices may be only in place for a short period of time and only come to light through the banks identifying a pattern of cards which subsequently appear to have been compromised.

As reported in TRU 69 we are currently investigating with CTS the potential costs of installing further anti-skimming devices, similar to the ones trialled several years ago and still in place at Hammersmith (D&P).

The BTP have recently had some success in combating the wave of skimming devices being placed onto LU POMs, with the arrest of two Romanians on 12 June, in connection with the making and fitting of skimming devices at West Acton on 10 June and West Hampstead on 6 June.

The two individuals were charged, remanded in custody at Wandsworth Prison and at a subsequent court hearing, one of the suspects pleaded guilty to all charges and was given a 6 month custodial sentence, whilst his accomplice received a Community Order and was also handed an 18th month Exclusion Order. This prevents entry to any LU or Mainline railway station within the M25 area until 8 January 2015 and means that he can be immediately rearrested, if he is spotted on railway premises and fails to leave.

A subsequent search of the address in south east London where both defendants lived, led to the discovery and seizure of various items relating to the manufacture of skimming devices. The arrest of these 2 individuals also provided the police with further intelligence regarding other individuals suspected of committing offences at Snaresbrook, South Woodford, Woodford, Newbury Park and Highbury & Islington, for which further arrests are expected.

The recent successes do not give us grounds to be complacent though, as it is likely others involved in this type of fraud, are still active. Staff should therefore continue to be vigilant and regularly check POMs at their station, for any sign of unauthorised attachments.

### If you discover a skimming device

1) Inform the Supervisor, who will contact the BTP and Oyster Control Centre, arrange for CCTV footage to be retained and record details in the log book.

2) Don't touch or attempt to remove the device as vital evidence may get damaged.

3) Ensure the POM is set not to accept bank cards, to prevent use until the Police have removed the skimming device.

**SAFETY FIRST** - This type of cloning equipment is valuable and those involved may use violence in to protect it. Instead, staff are instructed to follow the steps outlined above.

## LOOKING AHEAD TO TRU 71

The recent events which resulted in the delay to publication of this edition have meant that we have had to hold over some of the items that we intended to feature. The next edition which is scheduled to appear in mid September will include;

- Results of the May 2013 On Train Fraud Survey
- Latest update on Contactless Payment Card acceptance and the new Revenue Inspection Device (RID)
- Implementation of the new LUMI handheld device and back office system
- Further detail on the LOROL changes at the end of September
- A review of the September Fares Revision and TOM software implementation
- Updates on other T&R projects

Plus more of your letters, project updates and all the regular TRU features.

