

The TICKETING & REVENUE UPDATE

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MORE WAYS TO PAY; MORE PLACES TO GO!

The underlying theme within this edition of the TRU covers some greater options for Oyster and contactless payment customers.

Early in June, there were a number of stories in the press regarding the launch of **Apple Pay** and its acceptance for rail and bus travel within London. At that point, we knew it was coming, but there was no real indication as to when it would be launched on TfL and other modes, other than it being sometime during July.

At the end of June, it was announced that Barclaycard were launching their prepaid **bPay** account which, from **Monday 06 July**, can be accepted at all locations where contactless payment is available.

Later that same week, we received very late notification that the launch of **Apple Pay** would be on **Tuesday 14 July**, but due to some commercial sensitivities about the launch, there was an embargo on publishing any information on this before the actual launch day.

Unfortunately as a result of this, the public launch occurred before we were able to provide any information to LU station staff.

Further details regarding **bPay** and **Apple Pay** acceptance are included on **Page 6** inside.

Later this month PAYG acceptance will be extended to the South Eastern High Speed service between Stratford International and St Pancras International and **Pages 4 & 5** carry details of this and of changes to PAYG acceptance on the River Thames.



Issue no.

85

JULY 2015

KEY STORIES INSIDE

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MAY FARES REVISION REVIEW

We take a quick look at what went well and what went not so well, during the final phase of implementation of the May Fares Revision changes implemented on Sunday 31 May.

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SECURITY COLLECTION CHANGES

A quick update on progress towards the retendering of the current Security Collection contract and implementation of the process to automatically recover missed collections at stations with a frequency of once a week or less. Plus details of a new paperless process for reporting any collections which are not completed.

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OYSTER & PAYG EXPANSION PLANS

South Eastern launch PAYG acceptance on their HS1 service to Stratford International from **Friday 31 July**, with a separate range of charges which fall outside of the Daily and Weekly capping arrangements.

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Details on the launch of **bPay** and **Apple Pay** as additional methods for customers using contactless payment and how they will work.

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This month's **Oyster Explained** takes a detailed look at the changes that have been implemented and how they will work.

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An update on some of the issues that have been highlighted by staff and plans to address a couple of the most frequent issues raised.

ALSO IN THIS EDITION

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MAY FARES REVISION - WHAT WENT WELL / NOT SO WELL

The final elements of the May Fares Revision were implemented on Sunday 31 May 2015 and all went remarkably smoothly.



All LU devices switched to their new tables without any problems and no engineer visits were required to any sites as a result of the Fares Revision. Station computers at two NR stations (**Whitton** and **Purfleet**) and **Blackwall** DLR station were offline on the Sunday morning and attendance at these was required to confirm that devices had switched to the new tables.

The only significant issue identified involved PAYG fares to **Brimsdown** on the Greater Anglia operated Lee Valley line between Liverpool Street and Broxbourne.



Unfortunately due to a very rare error in the compilation of the fares data which is supplied to Cubic by the TfL Rail Fares team, the station was loaded with data indicating it was in Zone 6 rather than Zone 5. As a result of this, customers travelling to or from the station with a Zone 1-5 Travelcard, were charged an additional £1.70 extension fare for Zone 6.

As an interim fix, arrangements were made for **Brimsdown** to be aliased as **Ponders End**, as this adjacent station is also in Zone 5 and has the same fares. This functionality can be used when engineering work or disruption means that customers will have to travel across a zonal boundary to another station in a different fare zone. The temporary fix which has been applied, means that any customers with a Zone 1-5 Travelcard travelling to or from Brimsdown will be charged as if they had travelled to or from Ponders End.

Aliasing of these stations will remain in place until a revised fare table with the correct Zone 5 fares for Brimsdown is implemented on Sunday 19 July 2015 as part of a planned base data update.

CHEQUE ACCEPTANCE STICKERS

To support the message to our customers, that LU will no longer be accepting any form of cheque after the fares revision on **06 September 2015**, a window sticker (illustrated right) is being distributed to all stations that still have operational ticket offices with printed copies of this edition of the TRU.



PREFERRED OPTION

Cheques no longer accepted

From 6 September 2015 we will no longer accept payment by cheque

Please ask a member of staff about other payment methods



OPTION 2

Any stations who have not received their stickers or require additional copies, should contact the T&R team, via email. We have a very limited number of spare stickers available.

RETENDERING OF SECURITY COLLECTION CONTRACT

Delays in the procurement process have resulted in the present contract with G4S for security collections and cash processing being temporarily extended to allow a full retendering exercise to take place.

This process will begin shortly with the sum of awarding the new contract later this year. The new contract will include the new recovery collection process (outlined below), new arrangements for the redistribution of change between stations and the transition between the current process of remitting notes in individual multi-safe bags to the custodian collecting notes directly from a cash handling device. The process of redistributing coin will see coin picked up from one LU station, potentially being redelivered to another station.

This should greatly improve the current coin ordering process, which has a two week lead time, due to G4S having to collect at the end of each week, the change needed for the following week from the coin handling agents of our bankers. This does mean that on occasions, a van may be loaded with bags of one denomination of coin for delivery at the G4S depot, only for the crew to collect further bags of the same denomination from various stations.

The net result is that we could end up banking similar amounts of several denominations, as we had previously withdrawn for change deliveries.

We will update you on progress of the retendering exercise and the likely implementation dates and implications, in a future edition of TRU.



RECOVERY COLLECTIONS

Part of the last round of security collection reviews, implemented in September 2014, was the introduction of the concept of an automatic recovery collection for those stations which have weekly or fortnightly collections.

Despite agreement of the process with G4S, its final implementation has been hampered by a number of contractual and payment issues.

After a very frustrating series of delays, Customer Experience, who administer the contract for us, have issued a variation notice for G4S to implement the new process. Some final discussions are required with G4S around their reporting of successful, missed and rearranged collections, to ensure they are paid correctly. However we hope that all will be in place for the new process to work as we had intended from the beginning of September.

On the day when a recovery collection is due to take place, the Station Supervisor will also need to complete a second missed collection notification to confirm that the recovery collection has either also been missed, or has been completed successfully. This is necessary to ensure that the FSC and the CE Service team who administer the security collections contract, gave an accurate picture of the contractors performance.

REPORTING OF MISSED COLLECTIONS

As part of our gradual move away from pre-printed forms, the current Missed Collection Notification form, which Station Supervisors have to fax to the FSC and their local DSM, will be replaced by a new online version.

From **Sunday 05 July**, if there is a missed security collection, the Station Supervisor must enter details onto an Intranet template, which will then automatically generate email notifications to all interested parties.



The new notification process can be accessed via the ticket office page of the T&R section of the Intranet, or via the link below. This is part of an on-going process of simplifying certain processes and moving to paperless systems, where we can;

http://luintranet.tfl/ops_maintenance/service_support/oyster_tickets_revenue/14266.html

Any supplies of the printed Missed Collection form should be destroyed, as they must not be used after this date.

NOTE DELIVERIES

Since the introduction of Bank Note Recyclers into MFMs at some of our busier stations at the beginning of the year, there have been requests from several stations for deliveries of £5 notes in addition to coin for change giving.

The BNR units have been very effective in reducing the need to refloat the MFM, through giving notes for change. However, the downside of the retention of notes within the recycler has been that when staff service the BNR note vault, it generally only contains £20 notes. This has effectively removed the traditional supply of £5 notes for change giving at the ticket office window.

As a short term fix for some of our larger stations that have MFMs fitted with BNRs and where the ticket office is still in operation, we have arranged with the FSC for G4S to make weekly deliveries of £5 notes in addition to coin.

This process kicked off on **Friday 19 June** with deliveries initially only to **Heathrow T4** and **Heathrow T123**. This is due to be extended to a number of other Gateway locations in the following weeks.

Since the SAF is not configured to record a delivery of notes, a workaround process for recording the delivery has been developed and communicated to the stations involved.

OYSTER & PAYG EXPANSION



The first of a number of expansions to PAYG acceptance is scheduled to take place from **Friday 31 July 2015**, when customers will be able to use PAYG on South Eastern's High Speed services (HS1) between **St Pancras International** and **Stratford International**.

Travelcards and Day Travelcards (unless endorsed 'Plus High Speed'), Staff and Nominee Oyster cards, Freedom Passes, 60+ and Veteran Oyster Photocards will **not** be valid on this service.

18+ and Apprentice Oyster Photocards will be valid, but journeys will be charged at the full adult price.

PAYG charges on this route will be at a premium rate and will not follow the normal NR fare scales or count towards any Daily and Weekly Price caps. Onward journeys involving travel on LU or NR services will be charged separately as there are no Out of Station Interchange (OSI) arrangements in place at either Stratford International or St Pancras International. Sample PAYG fares are shown in the table below.

Adult/18+		Child 5-10/11-15		JCP/16+	
Standard	Reduced	Standard	Reduced	Standard	Reduced
£5.40	£3.80	£2.70	£1.90	£2.70	£1.90
Privilege		NR Railcard		Disabled Persons Railcard	
Standard	Reduced	Standard	Reduced	Standard	Reduced
£1.35	£0.95	£5.40	£2.50	£3.55	£2.50

The latest version of the PAYG map (Version 10 effective from 31 July 2015) includes HS1.

http://lulintranet.tfl/static/documents/coo/Oyster_PAYG_map_v10.pdf



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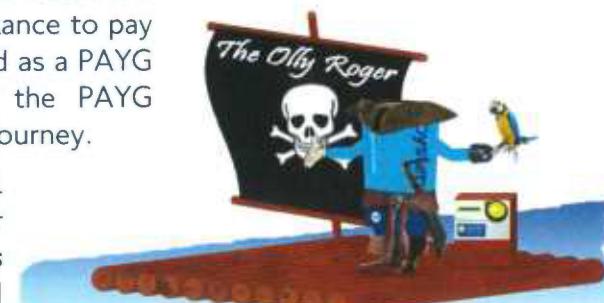
- Send an email to: [REDACTED] today.



ALL ABOARD FOR OYSTER ON THAMES RIVERBOAT SERVICES

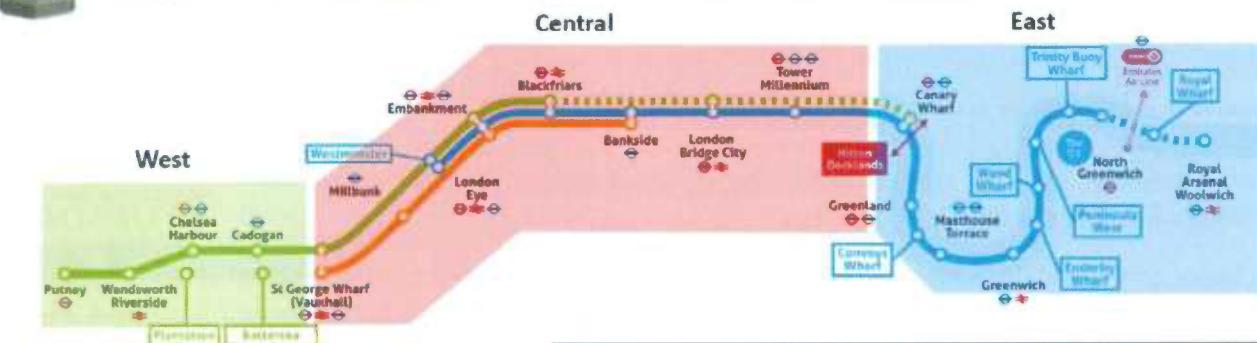
Since **November 2009**, Oyster card and Travelcard holders have been able to get a discount on Riverboat fares and to use their PAYG balance to pay for their boat fare. Under these arrangements it is not recorded as a PAYG journey, so doesn't count towards their Daily cap, with the PAYG deduction being treated as a method of payment rather than a journey.

From **September 2015**, these arrangements will change. The installation of a new type of Passenger Validator (PVal) at each Pier served by the **Thames Clipper** services will see customers touching in and out as they currently do when using PAYG on rail modes.



A change to the reader software was implemented on **Sunday 19 July** and provides more flexibility for charging non-standard PAYG fares on certain services, outside of the existing zones and capping arrangements.

The amount charged for each river trip will vary depending upon the actual trip made, with the river being divided into 3 zones, covering West, East and Central London, as illustrated below.



These charges will not follow the rail fare scales and will continue to fall outside of the Daily Price Cap.

However, most will offer a significant reduction to customers when compared to the current tariff.

Zones	Revised Single fare	Current fare paid by PAYG	New PAYG fare	% change in PAYG fare
Central	£7.50	£6.44	£6.30	-2%
Central + West	£8.00	£6.70	£7.00	4%
Central + East	£8.00	£6.44	£6.50	1%
East	£4.20	£6.44	£3.90	-39%
West	£4.20	£6.70	£3.90	-42%
All Zones	£8.20	N/A	£7.20	N/A

OTHER EXPANSION PLANS

The implementation of the revised reader software to facilitate the implementation of the new PAYG arrangements on river services will also facilitate the extension of PAYG to HS1 services as outlined on [Page 4](#) (opposite).

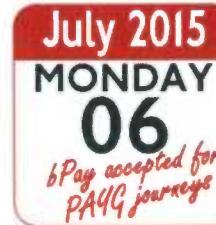
The change will also pave the way for some further expansions of PAYG acceptance in the next few months. As an update to the information published in [TRU 84](#):



Operator	Route	Planned launch	Notes
South Eastern	To Dartford (Zone 8)	06 September 2015	
Abellio Greater Anglia	To Hertford East (Zone B)	After September 2015 Fares Revision	
Gatwick Express	Victoria (G/wick Exp) to Gatwick Airport	Autumn 2015	Expansion to intermediate Southern stations between Zone 6 boundary and Gatwick at later date
South Eastern	To Swanley	Summer 2016	

MORE WAYS TO PAY AS YOU GO

In previous editions of TRU, we have advised you about the withdrawal of a number of methods of payment that customers could previously use to pay for their travel. In this edition, we bring you news of two additional ways that customers can now pay for journeys on LU and other modes.



From **Monday 06 July 2015** customers with a **Barclaycard bPay** prepaid account can use their bPay device to pay for rail and bus travel anywhere that contactless payment is accepted. Holders have to add money to their bPay account and activate the associated device online, before they can use it to travel.

Customers will also be able to add a bPay device to their TfL online account and will then be able to see full details of all journeys they have made.



The device linked to their bPay account (as illustrated on the right) may take the form of a wrist band, key fob or a sticker that can be applied to various personal items. These will be read by gate readers and the RID used by RCIs in the same way as a contactless payment card and customers should touch-in and out with their bPay device in exactly the same way as they would with an Oyster or contactless payment card.

Two things to be aware of:

- *They must use exactly the same device to touch-in and out, as each is treated separately even if linked to the same bPay account*
- *There is a potential for card clash if their bPay sticker is applied to a phone or holder containing other smartcards.*

Hot on the heels of the public launch of bPay, comes the launch of a further new method of paying for travel with the extension of contactless payment acceptance to include

Apple Pay from Tuesday 14 July 2015.

Customers can use Apple Pay if they have one of the following devices:

- iPhone 6
- iPhone 6+
- Apple Watch

By linking their bankcard to one of these, they will then be able to use the device for contactless payment. Again they will be required to touch-in and out like other contactless and Oyster users.

However, if using an iPhone, before touching in / out the user will need to open the payment application on the phone, check and confirm the payment card to be used and authorise the forthcoming payment, before touching onto the RTD. They have 1 minute to validate on the reader and must present the top of their phone to the reader (as shown on the right).



Once successfully validated the iPhone will display a confirmation on screen and will gently vibrate and bleep. Users of an Apple Watch will also have to check the payment card details before presenting the face of the watch to the RTD (as shown below). The watch will beep once a successful validation has been confirmed.



Customers must ensure they have sufficient battery life on their iPhone if using this for travel. If the battery expires during a journey, they are likely to incur a maximum fare for an incomplete journey, or may be issued with a Penalty Fare Notice, as a result of not being able to produce a valid authority to travel.

Until **September 2015**, customers linking an American Express card to their Apple Pay account will not be able to see their full journey history via their TfL online account, or apply for refunds online. Until this is resolved, they will need to contact the TfL Customer Contact Centre with any queries or to apply for a Service Delay Refund.

YOUNG VISITOR DISCOUNT EXTENDED

When the temporary Young Visitor discount was introduced onto LU in **May 2014**, it was very much as an extension of a previous trial which had taken place at TfL Travel Information Centres (TICs).

Setting of the discount entitlement was initially restricted to ticket offices at Heathrow and stations within Zone 1 and was covered in **TRU75**. As part of the POM upgrades undertaken at the end of 2014 / beginning of 2015, the facility for setting the discount was added to the staff sign-on screens on POMs, but has remained restricted to Zone 1 stations and Heathrow.



THE KEY POINTS



- ▶ Available from all LU stations from Sunday 02 August.
- ▶ Can be set for a maximum of 14 days.
- ▶ Child under 16 must be present at the time of application.
- ▶ Can be set on Oyster or Visitor Oyster cards

Since the beginning of 2015 we have received many enquiries from other stations around the network, enquiring whether they could be allowed to set this discount. Some of these are featured within this month's **Ask Olly** section on **Page 9**.

As part of a TfL initiative to improve the ticketing options for visitors to London, it has recently been decided to remove the current restrictions on where the Young Visitor discount can be set.

From **Sunday 02 August 2015**, the discount can be set at LU ticket offices and on POMs, (if a suitably qualified member of staff is available) at **any LU station**.

Restrictions on where the discount can be set may have been lifted, but the rules around setting of this discount remain and the setting of the discount will be closely monitored, to identify any breaches of procedure.

The full instructions on the setting of the Young Visitor discount are contained within **T&R Book 2, Section 4.5**.

Once the Young Visitor Discount has been set, the card holder will be able to use PAYG at "half adult rate".

Unlike a Child Oyster Photocard, there is no entitlement to free bus travel and any bus journeys will be charged at "half adult rate".

If a season ticket is loaded, this will be charged at the full adult rate.

After expiry of the Young Visitor Discount entitlement, PAYG journeys will be charged at adult rate.

T&R BOOK APPENDICES

Following the May Fares Revision, all stations should now have received their T&R Book update packs and all CSAs their individual copies of the revised version of **T&R Book 8**.

In **TRU84** we indicated that a number of the T&R Book Appendices, which are available via the T&R Books page of the intranet, were also being updated. Unfortunately between the May and September Fare Revisions, a number of other changes are being made which would require further updates to a number of the appendices. As a result, all the changes are being consolidated into one set of updates, and revised versions of the following appendices will be available at the beginning of August:

- Appendix 1 (LU Fares)
- Appendix 2 (NLC Numbers and Fare Zones)
- Appendix 3 (PAYG and Ticket Availability)

- Appendix 4 (Useful T&R Contacts)
- Appendix 5 (TOM, POM and Gate Codes)

ON THE MOVE

In the next few weeks, there will be a couple of office relocations affecting T&R issues.

Firstly, between **Friday 24 July and Sunday 16 August**, the Cubic sales team who are responsible for the supply of ticket stock, Oyster cards and other ticketing consumables, will be moving from their current building at Wood Wharf in Docklands, to a new building near Canning Town.



Online and telephone connections via Auto 1610 will be unaffected, but we will be updating the current version of **T&R Book Appendix 4 (Useful T&R Contacts)** to reflect this move.

From **08 August** the T&R team are being relocated from their current base at 63 - 81 Pelham Street to the **2nd Floor** at 55 Broadway. The move will be quite disruptive, as it involves the relocation of a large volume of stocks to support the issue of CSIDs and TSID cards.

As a result, there is likely to be disruption to our normal services during the period from **Monday 03 August to Monday 17 August**, whilst the team pack and unpack. During this period there is also likely to be a delay in responding to emails and other queries and we would therefore ask for your patience during this time.

Hopefully normal service will be resumed as quickly as possible after the dates shown, but it may take a while to clear any backlogs that may have accumulated.

Any changes to contact details will be communicated via the weekly T&R Hot Issues Bulletin.



CHARITY PRESENTATION DELAYED

In this edition, we had hoped to include coverage of the presentation of the proceeds of the Oyster card donations boxes to our nominated charity The Railway Children.



Unfortunately, due to leave, sickness and other commitments, the proposed date for the presentation had to be cancelled and will now take place after the publication date for this edition. The good news is that this has enabled us to also include a number of additional batches of Oyster cards that have been processed by the participating stations.

So when the cheque is finally presented at the end of July, the amount is likely to be larger than we had anticipated.

We are not going to give too much away now, as we are planning to publish a major feature on the scheme and how the charity will be using the money donated by our customers, in **TRU86**.

Part 1 – Linked to the feature on Pages 4 & 5 covering the expansion of Oyster and PAYG...

Q1) Which of the following destinations can customers use PAYG to travel to?

- | | |
|---|--|
| A Lakeside Shopping Centre (Chafford Hundred) | B Bluewater Shopping Centre (Greenhithe) |
| C Gatwick Airport | D Luton Airport |



Answers on Page 19



askolly@tube.tfl.gov.uk

From: [REDACTED]
Sent: 28 April 2015 10:31
To: Ask Olly
Subject: Temporary Child Oyster

Hi Olly,
Can I ask what the rationale is behind not allowing temporary Child discounts to be added to Oyster cards sold at stations other than Heathrow or within Zone 1?

Many tourists arrive at stations outside Zone 1 or Heathrow and have to pay single child fares to go a few stops to where they can buy the Child Oyster cards.

The facility is on the machines, the staff have the same training so I do not understand why not?

Regards
[REDACTED]

From: [REDACTED]
Sent: 16 April 2015 15:59
To: Ask Olly
Subject: Young Visitors Discount

Hi Olly,
I was wondering what the logic was in restricting the adding of the Young Visitors' Discount only to stations within Zone 1?

I often get tourists who are staying at local hotels and come to me for advice/purchase of tickets on public transport whilst in London. It seems really odd and unnecessary for me to help them buy Oyster cards but have to direct them to buy a child paper ticket, and instruct them to go into a (busy) central station to have their children's tickets sorted out.

Regards
[REDACTED]

When the Young Visitor discount was launched, it was on the basis of a trial covering Zone 1 and Heathrow, as these were the principle entry points for most visitors to London. There was also some concern that extending it more widely might undermine the existing Child Oyster Photocard offer and be susceptible to potential fraud.

We are currently working with TfL to make the discount more widely available and hope to be able to increase availability to other stations from the start of August (as outlined on **Page 7**).

Regards
Olly Oyster

From: [REDACTED]
Sent: 13 April 2015 17:48
To: Ask Olly
Subject: Young Visitor Oyster discount

Hi Olly,
Setting of young visitor discount entitlement is allowed at Heathrow and stations within Zone 1 and can be set at the TOM or at POMs for no more than 14 days. Tottenham Hale is an airport connection station that happens to be in Zone 3 and we have an increasing number of national & international visitors with children arriving every day from Stansted Airport. Tottenham Hale is their first point of call.

We need to be able to offer the young visitors discount facility at Tottenham Hale as it is an essential tool in delivering quality customer service as a first point of visitor contact. This should not penalise our customers & giving them a bad impression of us on their very first interaction with LUL.

Many Thanks
[REDACTED]

askolly@tube.tfl.gov.uk

From: [REDACTED]
Sent: 25 June 2015 23:22
To: Ask Olly
Subject: New Oyster PAYG Map v9

Dear Olly,

I hate to be picky as I really appreciate what you guys do. However in the interest of accuracy here are some corrections to the new Oyster PAYG Map v9.

Tottenham Corner branch. The stations are there but someone nicked the track. Was it Olly's evil cousin?

Pink validators. Not indicated at Clapham Junction or Wimbledon. I cross referenced with

<https://tfl.gov.uk/fares-and-payments/oyster/using-oyster/pink-card-readers?intcmp=1700>

Yours as ever

Dear [REDACTED]

Thanks for highlighting these omissions.

Unfortunately for the latest versions we had to use a new version of the map and during the updating, these bits seem to have got missed.

The online version of the map has now been corrected and these changes will be incorporated into an updated version which we will be publishing next month to reflect the acceptance of PAYG on South Eastern's HS1 service from 31 July 2015.

Regards

Olly Oyster

From: [REDACTED]
Sent: 20 June 2015 14:10
To: Ask Olly
Subject: POM Refunds

Dear Olly,

A customer came to my window to exchange for a paper note, 20 x £1 coins which they claim came out of our machine when refunding 2 Oyster cards.

When counting it, I discovered one was a foreign coin and explained I could not accept the coin and exchange it for sterling. He began to raise his voice and get aggressive with me. Not wishing to go into battle with him, I directed him to my Supervisor and raised a job with Cubic.

As we all know, foreign coins have a habit of appearing in our machines on a regular basis. How can we ensure this does not happen again? What is the correct procedure for situations like this?

Regards

Dear [REDACTED]

Thank you for your email and query.

The simple answer is that VAT on travel is "Zero rated", so there is nothing for the customer to claim back.

Regards

Olly Oyster

Hop...

Thank you for your email.

There are a very small number of non-UK coins which from time to time are accepted by our POMs. Although we are continually working with Cubic to improve the reliability of our coin validators, some of these coins have characteristics which are almost identical to valid UK coinage and are therefore very difficult to reject without having an adverse impact on the acceptance of valid coins.

In the case you have described, the situation is very similar to if the customer had made a transaction on the POM and then come to the ticket office to report that they had received an invalid coin in their change. It really comes down to whether the coin could have been accepted by a POM, which can be checked by setting up a ticket, inserting the coin to see if it registers and then cancelling the transaction. Our POMs return the coins that have been inserted, so you will get the same coin back. If the coin is rejected after several attempts, then it is very unlikely that the coin will have been received as change.

Regards

Olly Oyster

From: [REDACTED]
Sent: 17 June 2015 11:45
To: Ask Olly
Subject: V.A.T. Receipts

Dear Olly,

Can you please confirm what the procedure is if a customer needs a V.A.T receipt. The receipts printed on the POM do not appear to have a V.A.T. number on. We are having customers request them and advising them to use a ticket office as those types of receipt are available from the TOM.

[REDACTED]

askolly@tube.tfl.gov.uk

From: [REDACTED]
Sent: 25 May 2015 10:31
To: Ask Olly
Subject: Kept Non-Cash

Hi Olly,

Can you please advise. We had a machine (AFM) failure which resulted in tickets not being issued and Non-Cash being kept (as the customer paid with a credit card).

Do we refund the customer with cash as I can't imagine too many customers being happy having to apply for refund and buying more tickets, especially when they have already paid for a family/group.

P.S. our ticket office has been closed.

Regards

Thank you for your email. Apologies for the delay in responding to your query, but we have been pretty snowed under over the last couple of months.

When a failed sale occurs on a POM, the customer's card will only be charged once the first ticket or Oyster card within a purchase has been issued. In such cases the remaining tickets/Oyster cards should be processed via the TOM and a POM refund transaction undertaken for the value shown on the SAF journal.

For a single purchase or PAYG top-up, the failure is extremely unlikely to result in a transaction being put through to the customer's bank, although the fact that a transaction has been authorised may give the impression that they have been charged if checked on an App or online bank account. In such circumstances the customer should be advised to make another transaction using their bankcard. In the unlikely event that they end up with two charges on their statement, they should then contact the Customer Contact Centre for a refund.

Regards

Olly Oyster

From: [REDACTED]
Sent: 07 April 2015 15:54
To: Ask Olly
Subject: Processing of refunds

Hi Olly

Just a quick query.

When we log a refund application on the TOM, how long does it take for the customer to get their refund from the Customer Contact Centre?

We often get asked this by customers.

Thanks

[REDACTED]

LAL MXIDE PU Part 2 – We've mixed up the letters in these station names. Can you work them out?



(a)

MAGENTA SHADE



(c)

THINK BIRD EGGS

Answers on Page 19.

Ticketing & Revenue
T & R
Trivia



(e)

NO MASTER

OYSTER EXPLAINED

As outlined on Page 15 of this edition of TRU, the ticketing changes required for the introduction of Night Tube services later this year, have now been completed. We thought it would therefore be a good time to take a more in depth look at what the changes will mean and in particular, how customers using Oyster and contactless payment will be charged for various overnight journeys.

NIGHT TUBE JOURNEY CHARGING



Introduction of overnight services on Saturday and Sunday nights from **September 2015**, presented a unique problem in how to deal with the charging of PAYG and Travelcard holders, whose journeys started on one traffic day, but finished on the next.



Overnight services on 31 December/ 01 January have traditionally been free, thus largely avoiding this problem.

A very restricted number of NR services currently run on Southern to/from Gatwick Airport and on the Thameslink route serving Gatwick and Luton Airports. Until now, the issue of journeys spanning the station End of Day on these routes, has largely been addressed by selecting an End of Day time falling between scheduled services. This was made easier by the fact there are large gaps between services during the night.

This would not be sustainable with the introduction of more overnight journey options, requiring all stations to have a common End of Day time. The frequency of the proposed LU Night Tube services is also a lot greater.



The revised software which has now been deployed in readiness for Night Tube operations will address the correct charging of Oyster and contactless payment users in the following ways:

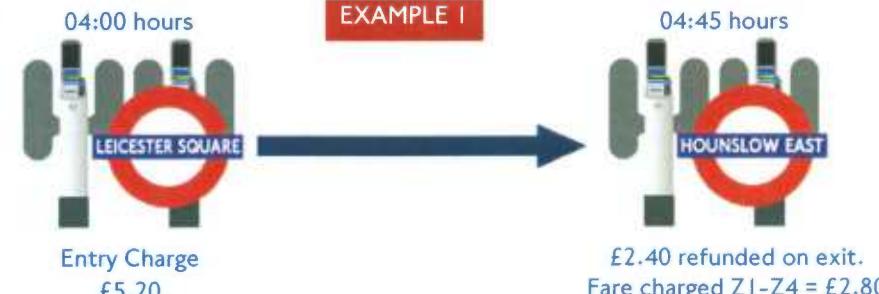
Journey starting before 04.29, but finishing after 04.30.

In the example below, the customer starts their journey by touching in at **Leicester Square** at 04.00hrs on Saturday morning and then travels to **Hounslow East**, but doesn't touch out until 04.45 hrs. Previously this would have resulted in the customer being charged £10.40 for two incomplete journeys as the exit would have been treated as being a Saturday journey.

The new software treats the journey as being entirely within the first traffic day (Friday) and the customer is charged the correct fare of £2.80.

If the customer in the example above had touched in much earlier and the time between their entry and exit validations exceeds the Maximum Journey Time (MJT) allowed for the journey, then they would continue to be charged separate entry and exit charges.

For Night Tube services, Maximum Journey Times will be exactly the same as that for the corresponding journey undertaken during the evening Off Peak period. The current MJT allowances are quite generous, as they cater for travel on NR services which are much less frequent than those we will be operating.



OYSTER EXPLAINED

NIGHT TUBE JOURNEY CHARGING continued

Daily Price caps

One other important area that has changed is in relation to the Daily price caps. The new arrangements follow the established PAYG principle, that it is the time that a journey commences which determines what the customer is charged.

So in our second example below, the customer makes a number of journeys during the Friday morning and afternoon, reaching the Zone 1-4 cap after catching their third bus of the day at 17.15 hours.



Their final journey of the day commences from **Green Park** at 03.55 hours and is concluded at 04.45 on Saturday morning, which is technically in the next traffic day. However, as the journey commenced before 04.29, then it will be treated as being on Friday (the previous traffic day). As the customer had already reached a Z1-4 daily price cap, they will therefore not be charged for this final trip.

	Time	Journey	PAYG Charge	Total Spend	
EXAMPLE 2 - With Cap	10:40	Bus 43	£1.50	£1.50	
	10:55	Highgate to Tottenham Court Road	£2.80	£4.30	
	11:50	Bus 24	£1.50	£5.80	
	16:35	Pimlico to Green Park	£2.30	£8.10	
	17:15	Bus 38	£1.10	£9.20	Z 1-4 Cap
	03:20	Bus 38	£0.00	£9.20	
	03:55	Green Park to Finsbury Park	£0.00	£9.20	

More complex journeys

Overnight journeys involving the new Night Tube services may also involve interchange with other modes. Where this involves an Out of Station Interchange, the original journey will be reopened, even if it has now moved into the next traffic day. In example 3 below, the customer commences their LU journey from **Heathrow T123** on Saturday morning at 04.00hrs and touches out at **Victoria (LU)** at 04.55hrs. This journey is closed off as occurring on Friday (the previous traffic day). When the customer then touches in at **Victoria (NR)** 10 minutes later, to complete the final leg of their journey, their original journey is reopened and their final touch-out at **Bromley South** at 05.30hrs results in the whole journey being treated as taking place on the Friday.



Season tickets

The changes do not just impact PAYG users. Holders of Travelcard season tickets on Oyster will also be able to get the benefit of completing an overnight journey after their season ticket has technically expired. All Travelcards are valid until 04.29 on the day following the expiry date of the ticket. So a Travelcard dated to expire on Monday 20 July can currently be used until 04.29hrs. Once Night Tube services begin in September, providing the customer touched in before 04.29 they will be able to complete their journey within the zones covered without further charge, even if it is not completed until 05.00 or 05.30hrs. If travelling beyond the zones covered, they would simply be charged the PAYG fare for the zones not covered by their season ticket.

Travelcards issued in advance are valid from 00.01hrs on the start date, so customers will effectively be able to make an overnight tube journey, which effectively falls within the traffic day preceding the start of their ticket. So if a 7 Day Travelcard is dated to commence on Sunday 26 July, the holder would be able to travel from 00.01 hrs on Sunday morning (or 24.01 hrs Saturday). This will effectively be recorded as having occurred during the traffic day of Saturday, even though the season ticket shows a start date of Sunday.

MOVIE DEVICES

Over the last few months, the T&R team have had a steady trickle of enquiries from stations with defective MOVie devices. Unfortunately, at present we are still not in a position to exchange defective units as we have done in the past.



Although a number of units have been returned by Revenue Control Inspectors since they were issued with their new Revenue Inspection Devices (RIDs) at the end of last year, these units and the others that we currently have in stock, all require a software upgrade to bring them up to date to read ITSO cards and to correctly report a number of stations where a NLC from a previous station has been reused.

At present, Oyster cards validated on PVals at Stratford are reported as having been used at New Cross Gate on our MOVie devices, due the former NLC for New Cross Gate being reutilised.

It has recently been confirmed that the initial software upgrade which would have equipped our devices to read ITSO format cards issued by Southern and C2C, did not include the capability of reading similar cards which are now being issued by South West Trains.

As a result and to avoid two separate and very long winded upgrade programmes, a decision was taken to wait for the final upgrade to be available. In addition to the SWT cards, it is hoped that this upgrade will also have the capability of recognising ITSO format cards that may be issued by other operators, as the scheme is expanded. The process of upgrading and sending units for repair is also likely to be adversely affected by the pending relocation of the T&R team to new accommodation (as outlined on Page 8).

At present, we are unable to provide a date for the upgrade programme to commence, or for when we will be able to recommence the replacement of defective units. We currently have a list of stations who have already reported defective units, so if they have already been reported, it should not be necessary to re-report these.

We will provide further updates in future editions of TRU and via the weekly T&R Hot Issues Bulletin, once timescales become clearer.

Although ITSO format cards cannot currently be read by our MOVie devices, card details can be checked on POM screens and once the planned TOM upgrade is completed, this facility will also be available on TOMs.

Part 3 – Also linked to the feature on Pages 4 & 5 covering the expansion of Oyster and PAYG...

Q2) Within the PAYG area, which of the following mainline services is the only one where customers can use PAYG?

A Liverpool Street to Brentwood (Greater Anglia)

B Liverpool Street to Brentwood (TfL rail)

C Euston to Watford Junction (Virgin)

D Paddington to Heathrow Airport (HEX)



Answers on Page 19

NIGHT TUBE



Since our last update on preparations for Night Tube operations in TRU84, all stations have successfully switched to the common 04.30 End of Day.

Following a Vanguard of new gate reader software, testers from the Customer Experience undertook a large number of simulated journeys between the Vanguard sites to check the correct operation of the new software. A majority of these journeys spanned End of Day and included complex journeys involving other modes and Out of Station Interchanges.

We are pleased to report that during these tests, no significant issues or defects were identified involving the new software, which for a project of this size and complexity is a great achievement.

Testing however did highlight a couple of other issues affecting the LCP3 installed on E2 gates and the timing of the download of the TSID / CSID hotlist file to POMs. This file has traditionally been downloaded from the central system following completion of End of Day processing. Typically this was at around 03.00 hrs.

Implementation of the new station End of Day times resulted in the file download taking place between 04.45 and 05.00, by which time a number of our stations were already open for business. As we reported in TRU84 this resulted in all POMs closing down for around 60 seconds whilst the table was loaded and the device restarted itself. Although 60 seconds may not sound very long, early in the morning when you need to quickly top-up before catching the first train, this presented a major inconvenience to a number of our customers. As a result, Cubic have now amended the timing of the TSID / CSID table load, to now occur before End of Day at around 03.00hrs. This is a similar time to that used before the End of Day change and falls at a time when all stations are closed.

Looking ahead to the introduction of overnight tube services at weekends, there will still be a short period each night where POMs are briefly unavailable, but falling at around 03.00, traffic levels should be relatively low, with even fewer customers needing to make a POM transaction at that time.

Two issues to highlight regarding magnetic tickets:

The gate software changes cover Oyster and contactless transactions, but no changes have been made for magnetic tickets. Customers using magnetic Single, Returns, Day Travelcards and season tickets will be allowed to complete their journey, if it was started before 04.29. However, they will need to be manually let through the gates by staff.

The second issue is to remind you that since implementation of revised POM software, it is no longer possible to buy a Day Travelcard from a POM between 00.01 hrs and 04.29hrs. This avoids the risk of customers inadvertently buying a Day Travelcard for the current traffic day, which in reality will only be valid for a maximum of 4½ hours. The current pricing structure means that it is extremely unlikely that any customer would be able to make sufficient journeys during the night, to make buying a Day Travelcard a viable option.

For further information on how the new Night Tube software will operate, please see this month's [Oyster Explained](#) feature on Pages 12 & 13.



GATE POD UPGRADE

Following a number of focus groups involving LU stations and Revenue Control staff, Cubic are currently looking at options to improve the customer displays (POD) on each of the three types of automatic gate.

At present, the way that information is displayed to customers and staff is inconsistent and the display on pneumatic gates is extremely limited by its reliance on fixed messages.

As reported previously in TRU, we also have a number of stations fitted with E1 gates, where sunlight can make it extremely difficult for customers to read the POD messages and identify which gates are on entry and which are on exit. A trial of a brighter display was completed at Bermondsey, but although an improvement on the standard display, its expansion to other sites had been deferred pending the outcome of the current review and possible replacement if all PODs.



GATE LCP UPGRADE

Not such good news in regard to the planned rollout of the new LCP3 to E1 and pneumatic gates. Despite completing the rollout to all of our main E2 gatelines, the timetable that we published in our last edition, for the upgrade of all the remaining gates, has already had to be revised due to a late start to testing.

A couple of recent issues have also been reported with E2 gatelines that already have the LCP3 fitted, but each of these have since been investigated by Cubic and attributed to another cause, rather than being directly due to the actual LCP. The recent issues were;

Liverpool St (Main) - Failure to return on exit, magnetic tickets with onward availability on LOROL or TfL rail services. This has now been attributed to incorrect settings applied when the new gateline was installed and has now been resolved.

Tottenham Court Road - All gate PODs showing red X on both sides after End of Day. This was identified during Night tube testing and it has now been established that this is the same problem as previously seen on E2 gates at **Blackfriars**.



It is now clear that if the gateline is left in either Emergency Open (EMO) or Paddle Open modes when End of Day occurs (now 04.30hrs), then all gates will show No entry / exit displays, although the RTD will operate normally in the direction that the gate was previously set up to operate.

We are waiting for confirmation from Cubic, as to when this defect will be fixed, but until such time as the fix can be applied to E2 gates, stations affected have been advised to either;

- ensure gates are returned to normal operating or closed mode before End of Day
- reset each gate individually to return it to normal operation, if the red X is displayed on the POD.

Once remaining issues identified on E2 gates have been addressed and Cubic have completed testing on E1 gates, we will then proceed with a trial eventually starting at **Bank (W&C)** and **Stratford (Mezzanine)** ahead of a planned rollout to other sites.



E2 GATE LID MODIFICATION

It was way back in August 2013, in TRU70, that we outlined a planned modification to the lid of the E2 gate stanchion.

Since the E2 gate was first trialled at **Canary Wharf** in late 2003, we have had concerns about the lid being accidentally dropped when the catch that holds it open is released. Apart from the risk of injury to staff and engineers working on the gate, the dropping of the lid has been cited as a primary cause of damage to the UTT (ticket transporter) and subsequent failures.



Plans to trial a modified lid with a 'soft close' facility have been hampered by a number of technical issues, but following testing at the Cubic system test facility in Surrey, the necessary components for a trial have now been delivered and checked ready for installation.

The new mechanism is scheduled to be installed on all 11 E2 walkways on the **Kings Cross (Western)** gateline on the night of **Thursday 23 July 2015**.

A decision has been taken to fit the new mechanism on the lids at both ends of each walkway making a total of 22 lids to be modified.

If the trial is successful, it will hopefully lead to a programme for the modification to be made to all other E2 gates and WAGs on LU. It should also then become a standard feature of any new gates and WAGs that we purchase.



POM SCREEN UPGRADES

Since the new style POM screens were introduced last autumn and the MFM software updated at the beginning of the year, we have quite a bit of feedback and suggestions for improvements from staff at various stations.

Three of the topics that have cropped up most frequently are due to be addressed shortly.

More time to complete transaction - Since the last MFM software change in January, there have been a significant number of 'failed sales', as a result of customers taking too long to complete their purchase.



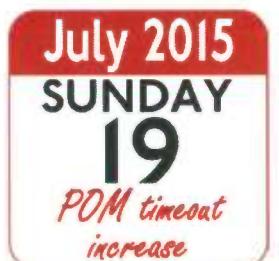
One of the changes introduced as part of the upgrade, was for the MFM to retain cash if a transaction was not completed, rather than spitting it back to the customer. Previously, customers topping up an Oyster card who failed to represent their card to the RTD to finalise the transaction, would have had their cash returned when the device 'timed out'. This often meant that the money was rejected after they had left the machine or was returned to the next customer, who benefitted accordingly. The real failing of the previous software, was that as the transaction was aborted and the money returned, there was no record anywhere if the transaction or of the customer ever having inserted any money.

Since January the volume of timed out transactions, feedback from staff and observation of the MFM, have identified that the current time allowed for the customer to represent their Oyster card, around 20 seconds, is probably too short. As a result, from **Sunday 19 July 2015**, Cubic will be increasing the time allowed for customers to re-present their Oyster card to 30 seconds.

This will give customers approximately 50% more time and will hopefully reduce the number of occasions that staff have to investigate and resolve such problems.

The time allowance could have been extended further, but there is a very fine line between doing this and giving too much time and thereby allowing a following customer the chance to cancel the transaction and have the previous customer's money returned to them.

Bus & Tram Passes - many of you have recounted tales of confused visitors who have inadvertently selected a Day Bus & Tram Pass on the POM, instead of a Day Travelcard. Confusion seems to have stemmed from 2 separate issues. The fact that the word 'Tram' does not necessarily translate in certain languages, leading customers to be confused between a tram and a train.



Secondly the fact that since the introduction of the Day Bus Pass as part of the January Fares Revision, this product has resided on a Day tickets screen, on which the difference between the validity of the Bus & Tram Pass is not hugely clear. This is made worse by the fact that the Bus option is the only button currently bearing the word Day. As a result the advice to 'get a One Day ticket' could lead to the incorrect selection of the button marked 'Day' rather than others which purely show combinations of zones.

Changes to the Day Travelcard and Day Bus & Tram Pass screens are scheduled for the next Fares Revision on **Sunday 06 September 2015**. Further details will appear in the next TRU.

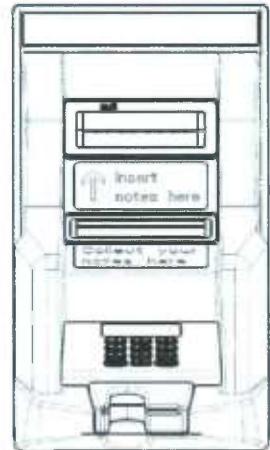
Child ticket options - A further POM screen change scheduled for the September Fares Revision affects the screen on which families and groups can select a combination of adult and child rate tickets. Since the launch of the new screen format last year, we have had a steady flow of comments concerning the POMs appearing to offer priced tickets to children who are entitled to travel free.



In most cases the confusion arises from the fact that the POM allows selection of the number of children in the group, but only when advancing towards the payment screen is the customer advised of the free travel arrangements for children under 11 and then asked to confirm or amend their selection. The revised screens will offer this information earlier on the transaction, when the customer first selects a child purchase.

MORE BNR UNITS ON THE WAY

Following the installation of around 69 of the first batch of 80 BNR units in MFMs at some of our busiest stations, S&SD have recently obtained approval for additional funds to purchase a further 20 units for installation within MFMs that do not currently have a BNR unit.



The lead times for the ordering, manufacture and supply of these units are fairly lengthy, so it is unlikely that the next batch of Bank Note Recyclers will be installed until the end of 2015.

The sites which are currently planned to receive the additional BNRs are shown in the table on the right:

The MFM indicated for Heathrow T4 and the second device for Queensway are additional MFMs which have been earmarked for installation at these stations later this year.

STATION	MFM
ANGEL	30
BAYSWATER	30
BOND STREET	30 31
CAMDEN TOWN	30
HAMMERSMITH D (Main)	33 32
HEATHROW T 4	31
HOLBORN	30 37
QUEENSWAY	30
SEVEN SISTERS (High Road)	31
SHEPHERDS BUSH (Central)	30 31
TOTTENHAM COURT ROAD	31 32
TOTTENHAM HALE	30
TOWER HILL	30
WALTHAMSTOW CENTRAL	30

BANK NOTE RECYCLER ISSUES – OCH WHERE'S MY NOTE!

Staff at Euston recently highlighted that their MFM had accepted a Scottish £1 note, but when removed from the note vault, they found they were unable to account for it on the SAF, as the SAF only allowed input of denominations of £5.

Further investigation of this with Cubic, has since identified a much greater problem in that if a customer inserts the Scottish note, it is validated and accepted by the BNR, but the message back to the main device is effectively ignored, so the payment does not reduce the balance to pay on screen.

If the customer continues to pay the remainder of their top-up or ticket price with coins, they get left with the device prompting for payment of a further pound.



If the transaction is then cancelled, the MFM then gets itself into a muddle and as it can't refund all of the coins inserted, it reports a coin handling fault. Unfortunately, under these circumstances, the Failed Sale reported on the SAF does not show the full amount the customer has lost and the £1 note although included within the note vault, is not actually included within the Note vault total reported by the device.



A further BNR issue that has been reported by several stations involves devices dispensing change or refunds entirely in coins, when the note recycler is reporting that it contains plenty of £5 and £10 notes for change giving. It is believed that this fault may be due to an earlier fix which was applied very early in the BNR rollout, when it was discovered that under certain circumstances the MFM was dispensing an over generous refund to the customer (e.g. £10 instead of £7.20). The fix stopped this from happening, but it now appears that it may have caused an adverse impact on some other transactions. Any instances of this occurring should be reported to Cubic on Auto1610, to enable them to extract log files from the device concerned.

Both of these issues are currently being investigated by Cubic.

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SAF PC UPGRADE

After a long series of delays, whilst the necessary hardware and software testing was completed, the first of the new SAF PCs which operate on the Windows 7 operating system, were scheduled to be installed at Liverpool Street (Main) and Victoria (District) on the night of Wednesday 15 July 2015.



Implementation of the new PCs at the other two sites designated for the Vanguard (Regents Park and Charing Cross (Trafalgar Square) has been deferred until Cubic are ready to install the TOM PC and new SAF PC linked by a KVM switch, within the current SAF cabinet.

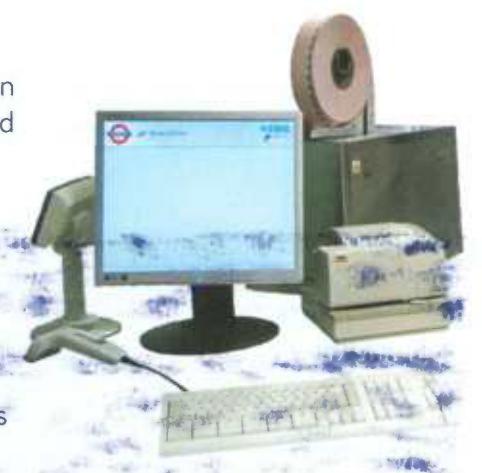


This work requires some minor modifications to the cabinet to allow the equipment to be accommodated and ensure sufficient ventilation. Once this solution is available and has been signed off by LU and Customer Experience, the remaining Vanguard sites will be upgraded.

The SAF PC Vanguard is planned to run for about two weeks, after which providing no issues have been identified on site or in the reporting to the central system, we will then give approval for the new PCs to be installed elsewhere on the network. The original plan to have commenced a rollout programme to install the new SAF PC at all other sites, is now not likely to happen. The stocks of new PCs ordered so far are now likely to instead be used as a maintenance buffer stock and used to replace any of the existing units that fail. The actual physical replacement of all PCs is now more likely to be incorporated into a programme to upgrade TOM PCs, which Cubic plan to undertake in 2016.

TOM / SAF SOFTWARE UPGRADE

Further to our last update in TRU84, there has been no further progress on the extension of the latest version of TOM software from the two Vanguard sites to other TOMs around the network.



Although a partial fix has been implemented to address some of the problems identified with the new miscellaneous transaction categories, it has since been confirmed that the category designed to account for transfers of money from the Cash Handling Device into the TSID card holder's account, wrongly enforces a £250 limit on this transaction.

This stems from the reuse of a previous transaction category to which this rule applied.

The issue is currently being discussed with Cubic with a view to implementing a solution hopefully as part of the base data changes associated with the forthcoming September Fares Revision. We will provide a further update on this in our next edition of TRU.

ANSWERS TO T&R TRIVIA

Q.1 A Chafford Hundred (Extension to Gatwick is scheduled for later this year)

Q.2 B Liverpool Street to Brentwood (TfL rail)

Pt.2 LAL MXIDE PU



How did you do?



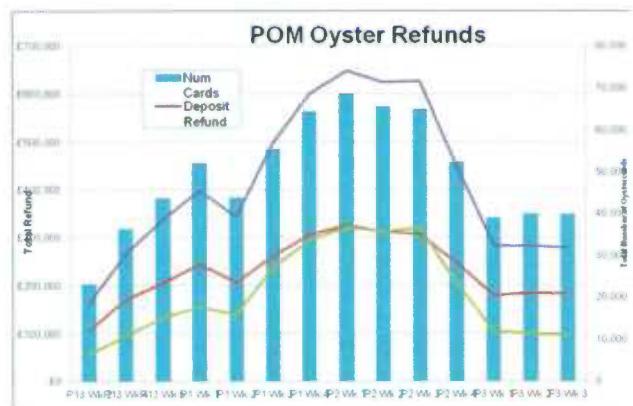
POM FRAUD UPDATE

Both TRU83 and TRU84 carried features on a dramatic increase in the level of POM fraud, which had occurred since the introduction of the customer self service refund facility was introduced onto POMs at the beginning of the year.

The impact of these changes on the level of POM refunds can be seen in an updated version of the graph we published in our last edition.

This clearly shows the number of cards, deposits and PAYG balance refunded at POMS returning to a level very similar to what we had been seeing prior to the fraud levels taking off.

A further positive impact of this has been a reduction in the level of coin needed for refloating the MFM at many stations.



NEXT ISSUE

The next edition of T&R Update (TRU86) is scheduled for publication at the end of August and will be a combined August/September edition.

The main focus of our coverage in the next edition will be a detailed review of the next Fares Revision scheduled for Sunday 06 September.

In addition, we hope to bring you updates on a number of projects, where major milestones or decisions are due in the next month.

Due to pressure of space in this edition a couple of features that we had hoped to publish are being held over until next month.

This will include coverage of the presentation of the proceeds of the Oyster Card Donation Scheme, which had been planned for June, but had to be rearranged due to holiday commitments of those attending.



This should also enable us to provide an update on the Railway Children's application to have future funds raised through the scheme, matched under a scheme run by the Department for International Development. A decision on this is due at the end of July.

