

**Jacob Gemma**

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**From:** [redacted] [redacted]citymapper.com>  
**Sent:** 30 April 2019 10:00  
**To:** Vivone Rosalia  
**Subject:** Re: Citymapper/TfL acceptance issue

Ros

Perfect thanks this is really helpful.

[redacted]

> On 30 Apr 2019, at 08:42, Vivone Rosalia <[redacted]tfl.gov.uk> wrote:

>

> Good morning [redacted]

>

> Here are all the Contactless MIDs:

>

> [redacted]

>

>

>

> Kind regards

> Ros

>

> -----Original Message-----

> From: [redacted] [mailto:[redacted]citymapper.com]

> Sent: 14 April 2019 16:47

> To: Vivone Rosalia

> Subject: Re: Citymapper/TfL acceptance issue

>

> Hi Ros

>

> We're looking at coming up with a long term solution to handle the TfL payment bursts, ideally we'd like to whitelist the TfL MIDs so we automatically approve the TfL transactions,. We've obviously have a list of the MIDs we've seen come through for the TfL transactions but it would great to ensure we're exhaustive, would it be possible for you to provide a full list of the MIDs you use?

>

> Thanks

>

> [redacted]

>

>> On 5 Apr 2019, at 09:05, Vivone Rosalia <[redacted]tfl.gov.uk> wrote:

>>

>> Hi [redacted]

>>

>> We ran a quick check last night and at 18:39 there were 3 declined auths and 490 successful taps.

>>

>> Kind regards

>> Ros

>>

>> -----Original Message-----

>> From: Vivone Rosalia

>> Sent: 04 April 2019 17:09

>> To: [REDACTED]

>> Subject: RE: Citymapper/TfL acceptance issue

>>

>> Hi [REDACTED]

>>

>> The denied tap usually does trigger a new auth but we can't determine what happens for each individual as it depends what journeys they've made since their original tap.

>>

>>

>> Kind regards

>> Ros

>>

>>

>>

>>

>>

>>

>> -----Original Message-----

>> From: [REDACTED] [mailto:[REDACTED]@citymapper.com]

>> Sent: 04 April 2019 16:27

>> To: Vivone Rosalia

>> Subject: Re: Citymapper/TfL acceptance issue

>>

>> Ros thanks and understood and we're taking that up with the processor, but obviously we're just keen to give people the right messaging of how they should travel and therefore it would be really useful to understand the status of the cards. In terms of the customer actions which trigger a re-auth if the person had tried to travel this morning and got rejected at the barrier would that have caused a reauth? In which case someone who has already tried to travel this morning will be good for the evening commute but someone who hasn't yet tried to travel today will be rejected?

>>

>>> On 4 Apr 2019, at 16:09, Vivone Rosalia <[REDACTED]@tfl.gov.uk> wrote:

>>>

>>> Other auths may have been triggered depending on customer actions.

>>>

>>> In answer to your question - no - we would have sought authorisation in the same way.

>>>

>>> I have to re-iterate that the cards were declined by the Issuers which is outside of our control.

>>>

>>> Kind regards

>>> Ros

>>>

>>>

>>>

>>>

>>> -----Original Message-----

>>> From: [REDACTED] [mailto:[REDACTED]@citymapper.com]

>>> Sent: 04 April 2019 15:51

>>> To: Vivone Rosalia

>>> Subject: Re: Citymapper/TfL acceptance issue

>>>

>>> Another thought if we can't retry them even understanding the current status would help, some users are reporting the cards now working again which suggests you've already tried to re-auth them and have done so successfully but I'm not clear if that has worked across the board or not. Will you have treated the failed travel charges (the ones at 10:48 pm) differently from the failed 10p auths (1:39 am)?

>>>  
>>>> On 4 Apr 2019, at 15:45, [REDACTED] <[REDACTED]citymapper.com> wrote:  
>>>>  
>>>> Ros  
>>>>  
>>>> No the cards all have funds, potentially the issue is the processor simply didn't handle the batch of charges correctly (still trying to get to the bottom of exactly what went wrong), hence it's a really frustrating failure.  
>>>>  
>>>> So there's no way to trigger the same process as if I was to go into my individual oyster account my card is registered to and ask you to retry the card? Any chance we could jump on a quick call?  
>>>>  
>>>> [REDACTED]  
>>>>  
>>>>> On 4 Apr 2019, at 15:39, Vivone Rosalia <[REDACTED]tfl.gov.uk> wrote:  
>>>>>  
>>>>> Hi [REDACTED]  
>>>>>  
>>>>> Sorry for not getting back to you sooner - I've been in meetings all afternoon.  
>>>>>  
>>>>> Just to be clear we haven't blocked the cards - when we sent the end of day settlement last night the cards were denied by the Issuers i.e. failed the auth. We don't store the reason for the auth failure - I can only assume it's because the cards had no funds. Is that correct?  
>>>>>  
>>>>> We have no manual way of retriggering the auths I'm afraid. The next attempt to auth will be at 0615 tomorrow morning.  
>>>>>  
>>>>> Do you advise all your customers to sign up to a TfL account?- if so and if the cards now have funds customers should be able to go online and adjust their account.  
>>>>>  
>>>>> I've asked our supplier to look at the data you've sent in more detail but that will take sometime and I'm not sure what else it will uncover.  
>>>>>  
>>>>>  
>>>>> Kind regards  
>>>>> Ros  
>>>>>  
>>>>>  
>>>>>  
>>>>> -----Original Message-----  
>>>>> From: [REDACTED] [mailto:[REDACTED]citymapper.com]  
>>>>> Sent: 04 April 2019 15:21  
>>>>> To: Vivone Rosalia  
>>>>> Subject: Re: Citymapper/TfL acceptance issue  
>>>>>  
>>>>> Hi Ros  
>>>>>  
>>>>> Sorry to chase but have you had a chance to look at this? We'd really like to get the cards retried and unblocked by yourselves before 4pm and the evening commute, will that be possible? Any chance I can give you a call now?  
>>>>>  
>>>>> [REDACTED]  
>>>>>  
>>>>>> On 4 Apr 2019, at 13:31, [REDACTED] <[REDACTED]citymapper.com> wrote:  
>>>>>>  
>>>>>> Ros  
>>>>>>  
>>>>>>

>>>>> Below are a list of the effected transactions, though it appears my previous information about 6:45 was incorrect. Please can you trigger a retry on all these in the same way as if a user had requested the same online? If we do that shortly will that mean the cards will be working for the evening commute?

>>>>>

>>>>> Really appreciate your help in moving quickly on this one

>>>>>

>>>>> [REDACTED]

>>>>>

>>>>>

>>>>>

>>>>>

>>>>>

>>>>> <52956525\_CityMapper\_REVIEW\_extract\_20190403\_20190404\_0800.xls>

>>>>>

>>>>>

>>>>>

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