Process – A1.1 Replacement Adult Card Fulfilment

0.   Document Control

0.1   Document Summary

Ver	Date	Author	Changes since previous issue
0.1	Feb 2015	William Cheke	First draft
0.2	Mar 2015	William Cheke	Amendments following feedback from Journeycall

0.2   File Name & Location

T:\6000 Future Ticketing Products\6100 Future Ticketing Programme\6170 Business Design\61725 CCO Sourcing\Contract 1 - JourneyCall\1 Work in progress\Lost and Stolen Fulfilmentnt2

0.3   Reference Documents

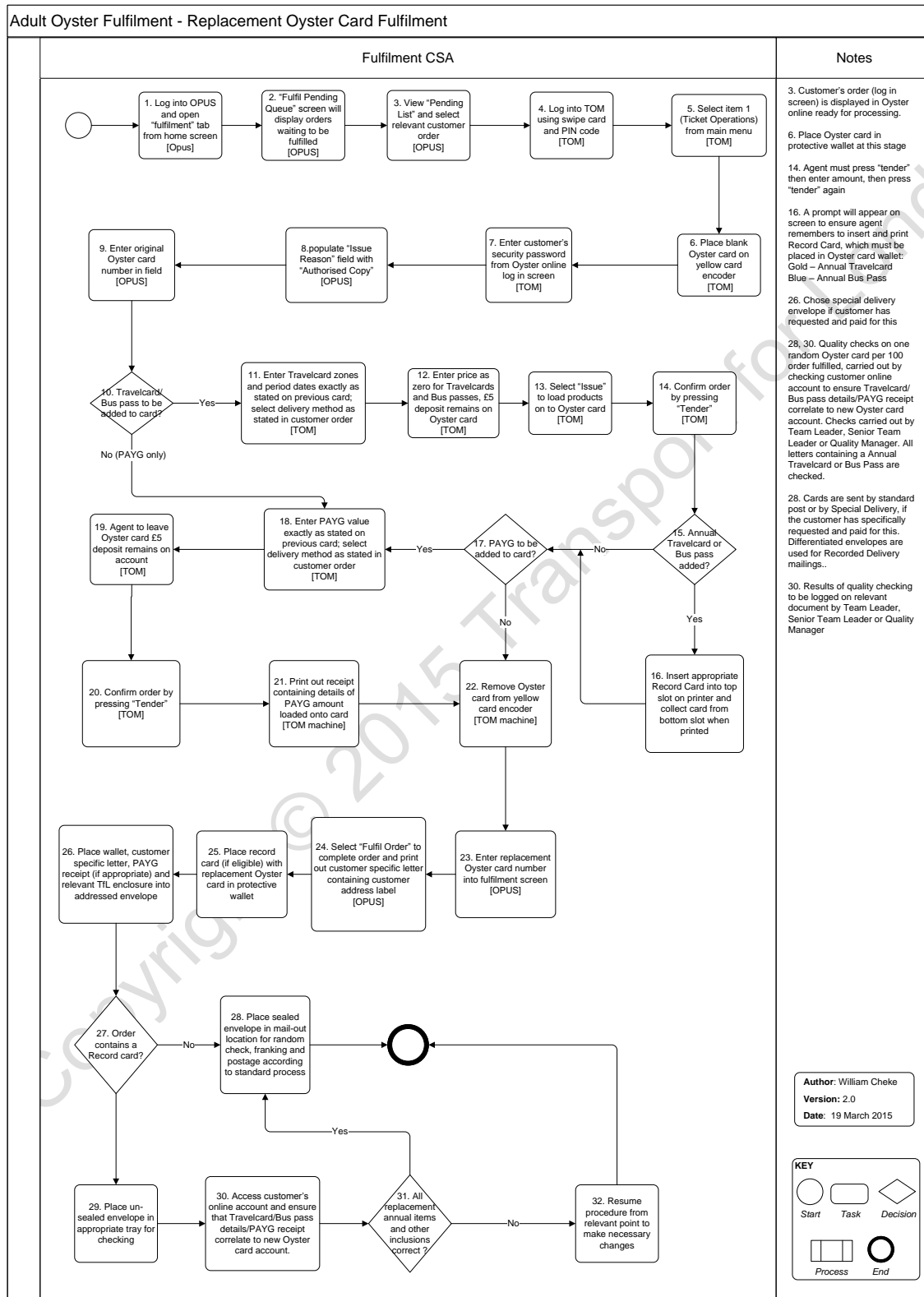| Ref.	Name	File location
RD1	Adult Card Telesales and Fulfilment for Batch 1	\\Onelondon.tfl.local\shared\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Fulfilment\Adult (including Lost and Stolen)

0.4   Document roles

Role	Name	Title
Author	William Cheke	Business Analyst
Owner	Evren Altinok	Business Support Manager

1. Process definition

Process name	Replacement Oyster Card Fulfilment
Group	Adult Card Telesales and Fulfilment for Batch 1
Description	The back end process for issuing a replacement card that has been reported to TfL as Lost or Stolen
Activities	- The agent logs into OPUS and opens replacement fulfilment pending queue tab from the home screen and selects relevant customer order. - The agent then logs into TOM and places blank Oyster card on reader and inputs customer's details. - Input customer's product including prices and confirm order. - Print out receipt and remove Oyster card from TOM. - Print out accompanying letter - Place products (Oyster card, letter and receipt) into envelope for franking and postage - Verify from Oyster online that the products match.
SAP CRM reason codes	Not currently logged on SAP-CRM

2.   Process map

Adult Oyster Fulfilment - Replacement Oyster Card Fulfilment

Fulfilment CSA	Notes

Process flowchart steps:

1. Log into OPUS and open "fulfilment" tab from home screen [Opus]
2. "Fulfil Pending Queue" screen will display orders waiting to be fulfilled [OPUS]
3. View "Pending List" and select relevant customer order [OPUS]
4. Log into TOM using swipe card and PIN code [TOM]
5. Select item 1 (Ticket Operations) from main menu [TOM]
6. Place blank Oyster card on yellow card encoder [TOM]
7. Enter customer's security password from Oyster online log in screen [TOM]
8. populate "Issue Reason" field with "Authorised Copy" [OPUS]
9. Enter original Oyster card number in field [OPUS]
10. Travelcard/Bus pass to be added to card? — Yes / No (PAYG only)
11. Enter Travelcard zones and period dates exactly as stated on previous card; select delivery method as stated in customer order [TOM]
12. Enter price as zero for Travelcards and Bus passes, £5 deposit remains on Oyster card [TOM]
13. Select "Issue" to load products on to Oyster card [TOM]
14. Confirm order by pressing "Tender" [TOM]
15. Annual Travelcard or Bus pass added? — No / Yes
16. Insert appropriate Record Card into top slot on printer and collect card from bottom slot when printed
17. PAYG to be added to card? — Yes / No
18. Enter PAYG value exactly as stated on previous card; select delivery method as stated in customer order [TOM]
19. Agent to leave Oyster card £5 deposit remains on account [TOM]
20. Confirm order by pressing "Tender" [TOM]
21. Print out receipt containing details of PAYG amount loaded onto card [TOM machine]
22. Remove Oyster card from yellow card encoder [TOM machine]
23. Enter replacement Oyster card number into fulfilment screen [OPUS]
24. Select "Fulfil Order" to complete order and print out customer specific letter containing customer address label [OPUS]
25. Place record card (if eligible) with replacement card in protective wallet
26. Place wallet, customer specific letter, PAYG receipt (if appropriate) and relevant TfL enclosure into addressed envelope
27. Order contains a Record card? — No / Yes
28. Place sealed envelope in mail-out location for random check, franking and postage according to standard process
29. Place un-sealed envelope in appropriate tray for checking
30. Access customer's online account and ensure that Travelcard/Bus pass details/PAYG receipt correlate to new Oyster card account.
31. All replacement annual items and other inclusions correct? — No
32. Resume procedure from relevant point to make necessary changes

Notes:

3. Customer's order (log in screen) is displayed in Oyster online ready for processing.

6. Place Oyster card in protective wallet at this stage

14. Agent must press "tender" then enter amount, then press "tender" again

16. A prompt will appear on screen to ensure agent remembers to insert and print Record Card, which must be placed in Oyster card wallet: Gold – Annual Travelcard Blue – Annual Bus Pass

26. Chose special delivery envelope if customer has requested and paid for this

28, 30. Quality checks on one random Oyster card per 100 order fulfilled, carried out by checking customer online account to ensure Travelcard/ Bus pass details/PAYG receipt correlate to new Oyster card account. Checks carried out by Team Leader, Senior Team Leader or Quality Manager. All letters containing a Annual Travelcard or Bus Pass are checked.

28. Cards are sent by standard post or by Special Delivery, if the customer has specifically requested and paid for this. Differentiated envelopes are used for Recorded Delivery mailings..

30. Results of quality checking to be logged on relevant document by Team Leader, Senior Team Leader or Quality Manager

Author: William Cheke
Version: 2.0
Date: 19 March 2015

KEY

Start — Task — Decision
Process — End

3.   Document Approvals

Name	Title	Signature	Date
Evren Altinok	Business Support Manager		10 June 2015

Process – A2.1 New Issue Travel Card/ Buss Pass

0. Document Control

0.1 Document Summary

Ver	Date	Author	Changes since previous issue
0.1	18 Feb 2015	William Cheke	First draft
0.2	05 May 2015	William Cheke	Amendments to process following feedback from Natalie Stouchbury

0.2 File Name & Location

T:\6000 Future Ticketing Products\6100 Future Ticketing Programme\6170 Business Design\61725 CCO Sourcing\Contract 1 - JourneyCall\1 Work in progress\Lost and Stolen Fulfilment

0.3 Reference Documents

Ref.	Name	File location
RD1	Adult Card Telesales and Fulfilment for Batch 1	\\Onelondon.tfl.local\shared\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Fulfilment\Adult (including Lost and Stolen)

0.4 Document roles

Role	Name	Title
Author	William Cheke	Business Analyst
Owner	Evren Altinok	Business Support Manager

1. Process definition

Process name	New Issue Travel Card/ Bus Pass
Group	Adult Card Telesales and Fulfilment for Batch 1
Description	This is the TfL after sales process for creating and sending out Oyster cards with Travelcards and Bus & Tram passes. This is done after the order has been placed by the customer online or through telesales.
Activities	• Log into OPUS and open fulfilment queue tab from home screen • Select relevant customer order from pending list to process • Log into TOM, select Ticket Operations from main menu and place card on TOM • Enter ticket customers' password details and load onto the card. • Select credit card as a payment method, press tender and remove Oyster card from POM • Input Oyster card number on fulfilment screen and complete order. • Print out accompanying letter, receipt and Record card (where applicable) • Place in envelope for franking and postage
SAP CRM reason codes	• Not logged on SAP
Notes	

2. Process map

Adult Oyster Fulfilment – New Issue (Travelcard and Bus & Tram Pass) Card Fulfilment

Fulfilment CSA	Notes

Notes:

3. Customer's order (log in screen) is displayed in Oyster 2014 ready for processing.

6. Place Oyster card in protective wallet at this stage

11. Agent must press "tender" then enter amount, then press "tender" again

12. Only select "credit card" as payment method. Do not select other payment methods.

17. A prompt will appear on screen to ensure agent remembers to insert and print Record Card, which must be placed in Oyster card wallet:
Gold – Annual Travelcard
Blue – Annual Bus & Tram Pass

22. Choose special delivery envelope if customer has requested and paid for this.

25. Quality checks on one random Oyster card per 100 order fulfilled, carried out by checking customer online account to ensure Travelcard/ Bus & Tram pass details/PAYG receipt correlate to new Oyster card account in Opus . Checks carried out by Team Leader, Senior Team Leader or Quality Manager. All letters containing Annual Travelcard or Bus & Tram Pass are checked.

29, 31. Results of quality checking to be logged on relevant document by Team Leader, Senior Team Leader or Quality Manager

31. Cards are sent by standard post or by Special Delivery, if the customer has specifically requested and paid for this. Differentiated envelopes are used for Recorded Delivery mailings.

Author: William Cheke
Version: 2.0
Date: 19 March 2015

KEY

Start   Task   Decision

Process   End

3. Document Approvals

Name	Title	Signature	Date
Evren Altinok	Business Support Manager		10 Jun 2015

Process – A2.2 New Issue PAYG

0. Document Control

0.1 Document Summary

Ver	Date	Author	Changes since previous issue
0.1	Feb 2015	William Cheke	First draft
0.2	19 Mar 2015	William Cheke	Amendments following reviews by Andy Douglas
0.3	5 May 2015	William Cheke	Amendments following reviews by Natalie Stouchbury

0.2 File Name & Location

DocT:\6000 Future Ticketing Products\6100 Future Ticketing Programme\6170 Business Design\61725 CCO Sourcing\Contract 1 - JourneyCall\1 Work in progress\Lost and Stolen Fulfilmentument7

0.3 Reference Documents

Ref.	Name	File location
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0.4 Document roles

Role	Name	Title
Author	William Cheke	Business Analyst
Owner	Evren Altinok	Business Support Manager

1. Process definition

Process name	New Issue PAYG (Pay as you go)
Group	Adult Card Telesales and Fulfilment for Batch 1
Description	TfL provides an after sales process for creating and sending out Oyster cards with PAYG. This is carried out by the fulfilment team and carried out after the order has been placed by the customer.
Activities	- Log into OPUS and open fulfilment tab from home screen - Select relevant customer order from pending list to process - Log into TOM, select Ticket Operations from main menu and place card on TOM - Enter PAYG amount, customer's password details and load onto the card. - Select credit card as a payment method, press tender and remove Oyster card from POM - Input Oyster card number on fulfilment screen and complete order. - Print out accompanying letter, receipt and Record card (where applicable) - Check to see if the customer has requested ATU and add instructions to the card and place on validator to pick up for the following day - Place in envelope for franking and postage - Carry out quality check on 1% of fulfilled PAYG orders
SAP CRM reason codes	Not logged on SAP
Notes	

2. Process map

Adult Oyster Fulfilment – New Issue (PAYG) Card Fulfilment

Fulfilment CSA	Notes

Fulfilment CSA

1. Log into Opus and open "fulfilment" tab from home screen [OPUS]

2. "Fulfil Pending Order" screen will display orders waiting to be fulfilled [OPUS]

3. Select relevant customer order from pending list to process [OPUS]

4. Log into TOM machine using swipe card and PIN code [TOM]

5. Select item 1 (Ticket Operations) from main menu [TOM]

6. Place blank Oyster card on yellow card encoder [TOM machine]

7. Enter customer's security password from Opus log in screen [TOM machine]

8. Press F1, F2 and then F11 to allow PAYG to be loaded onto card in line with customer order [TOM]

9. Enter PAYG amount to load onto card and delivery method as stated in customer order [TOM]

10. Select F1 then "Tender" to load PAYG onto Oyster card [TOM]

11. Enter amount tendered [TOM]

12. Select "Credit Card" as payment method [TOM]

13. Confirm order by pressing "Tender" [TOM]

14. Remove Oyster card from yellow card encoder [TOM]

15. Receipt printed automatically from Printer; retain to include with Oyster card

16. When prompted, press "print" to print out customer specific letter containing customer address label [OPUS]

17. Remove label section from bottom of customer specific letter

18. Put Oyster card in wallet, customer specific letter and receipt in envelope with pre-printed TfL enclosure. Stick address label on envelope. Do not seal envelopes.

19. Has customer requested Auto Top Up?

20. Load ATU amount [OPUS]

Next day

21. Activate the ATU instruction using the validator [PVAL]

22. Place cards with ATU activated in checking location

23. Check 3 random Oyster cards with ATU from each fulfilment batch. Log into customer's online account and ensure ATU has been activated

Yes

No

24. Place un-sealed envelope in appropriate tray for checking

25. Carry out quality check on 1% of fulfilled PAYG orders by logging into customer's online account to ensure PAYG receipt matches Oyster card number. Seal envelopes.

26. Place envelope in mail-out location for franking and postage according to standard process

Notes

3. Customer's order (log in screen) is displayed in OPUS ready for processing.

6. Place Oyster card in protective wallet at this stage

11. Agent must press "tender" then enter amount, then press "tender" again

12. Only select "credit card" as payment method. Do not select other payment methods.

18. Choose special delivery envelope if customer has requested and paid for this

22. Auto top-up amount loaded overnight then validated the following day with special validator to ensure amount correct and "managed auto top-up" appears beside amount on customers account.

23. ATUs checked by Team Leader, Senior Team Leader or Quality Manager

23, 25. Results of quality checking to be logged on relevant document by Team Leader, Senior Team Leader or Quality Manager

25. Quality checks on one random Oyster card per 100 order fulfilled, carried out by checking customer online account to ensure Travelcard/ Bus & Tram Pass details/PAYG receipt correlate to new Oyster card account in Opus. Checks carried out by Team Leader, Senior Team Leader or Quality Manager

26. Cards are sent by standard post or by Special Delivery, if the customer has specifically requested and paid for this. Differentiated envelopes are used for Recorded Delivery mailings.

Author: William Cheke
Version: 2.0
Date: 19 March 2015

KEY

○ Start   ▢ Task   ◇ Decision

▦ Process   ◎ End

3. Document Approvals

Name	Title	Signature	Date
Evren Altinok	Business Support Manager		10 Jun 2015

Process – A2.3 Gold Card

0. Document Control

0.1 Document Summary

Ver	Date	Author	Changes since previous issue
0.1	20 Feb 2015	William Cheke	First draft
0.2	23 Apr 2015	William Cheke	Amendments to process map following feedback from Alison Chree and Ashley Cuthill (Journeycall)
0.3	5 May 2015	William Cheke	Amendments following review by Natalie Stouchbury

0.2 File Name & Location

T:\6000 Future Ticketing Products\6100 Future Ticketing Programme\6170 Business Design\61725 CCO Sourcing\Contract 1 - JourneyCall\1 Work in progress\Lost and Stolen Fulfilment

0.3 Reference Documents

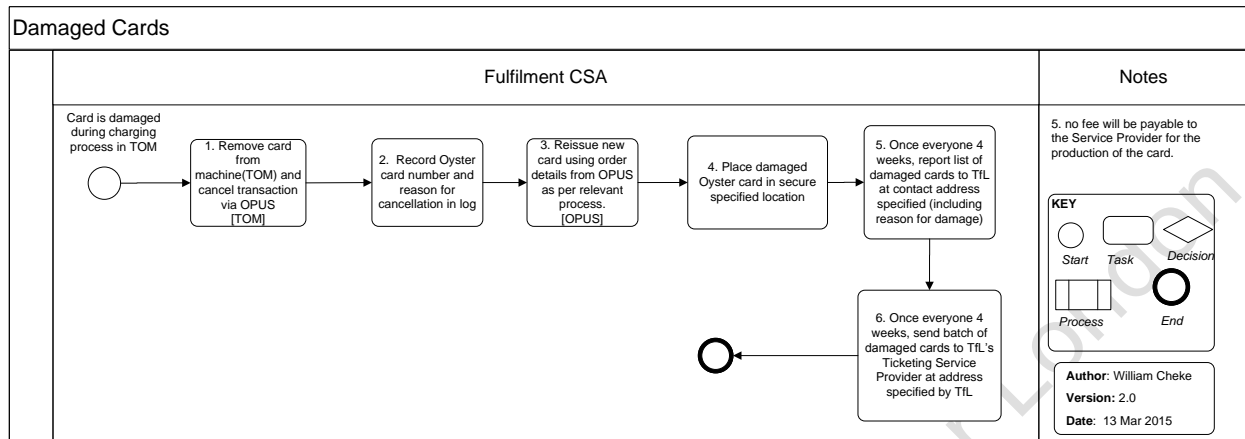| Ref.	Name	File location
RD1	Adult Card Telesales and Fulfilment for Batch 1	\\Onelondon.tfl.local\shared\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Fulfilment\Adult (including Lost and Stolen)

0.4 Document roles

Role	Name	Title
Author	William Cheke	Business Analyst
Owner	Evren Altinok	Business Support Manager

1.   Process definition

Process name	Gold Card
Group	Adult Card Telesales and Fulfilment for Batch 1
Description	TfL provides Gold (Record) cards to customers who purchase annual season tickets. When a customer reports the loss of their Oyster card, a replacement Gold card can also be reissued.
Activities	- Log into OPUS on both Gold card processing PCs - Open 'Fulfil Pending order' screen and select 'Gold card pending' fulfilment queue and select relevant order to process display - On PC associated with Evolis Tattoo printer click on 'Print Gold card'' button - Print Gold card and close order - Attach Gold card and accompanying letter and place for franking and posting.
SAP CRM reason codes	Not logged on SAP
Notes	

2.   Process map

Adult Oyster Fulfilment – Gold Card Fulfilment (for ARC'ed Oyster cards)

	Fulfilment CSA	Notes

Process flow (Fulfilment CSA):

- Start
- 1. Log into OPUS on both Gold Card processing PCs [OPUS]
- 2. Open "Fulfil Pending Order" screen from "Fulfilment" tab on both screens [OPUS]
- 3. Select "Gold card pending" queue and select relevant order to process to display [OPUS]
- 4. On PC associated with Evolis Tattoo printer, click on "Print Gold Card" button [OPUS} — Gold Card PC/Printer
- 5. Type order details onto visual display template on screen [OPUS]
- 6. When Gold card has printed from Evolis Tattoo, click "Close order" [OPUS}
- 7. On PC associated with customer specific letter printer, clink on "Print" at printer prompt [OPUS} — Customer Letter PC/Printer
- 8. When customer specific letter prints, click "Cancel" on screen [OPUS]
- 9. Staple Gold Card to left hand side of customer specific letter
- 10. Remove label section from bottom of customer specific letter
- 11. Place Gold card and customer specific letter in envelope with pre-printed "Renewing your Annual Travelcard" Oyster letter. Stick address label on envelope.
- 12. Place envelope in mail-out location for franking and postage according to standard process
- End

Notes:

1. Gold Card Queue contains orders corresponding to Annual Travelcards that have been collected by the customer onto an existing Oyster card. Gold Card portion is produced and sent by First Class mail only to those customers.

3. Customer's order is displayed on both screens in Opus ready for processing.

KEY
- Start
- Task
- Decision
- Process
- End

Author: William Cheke
Version: 1.0
Date: 19 March 2015

3.   Document Approvals

Name	Title	Signature	Date
Evren Altinok	Business Support Manager		10 Jun 2015

Process – A2.4 Damaged Card during fulfilment process

0.   Document Control

0.1   Document Summary

Ver	Date	Author	Changes since previous issue
0.1	Feb 2015	William Cheke	First draft
0.2	Mar 2015	William Cheke	Amendments following feedback from Journeycall

0.2   File Name & Location

T:\6000 Future Ticketing Products\6100 Future Ticketing Programme\6170 Business Design\61725 CCO Sourcing\Contract 1 - JourneyCall\1 Work in progress\Lost and Stolen Fulfilment

0.3   Reference Documents

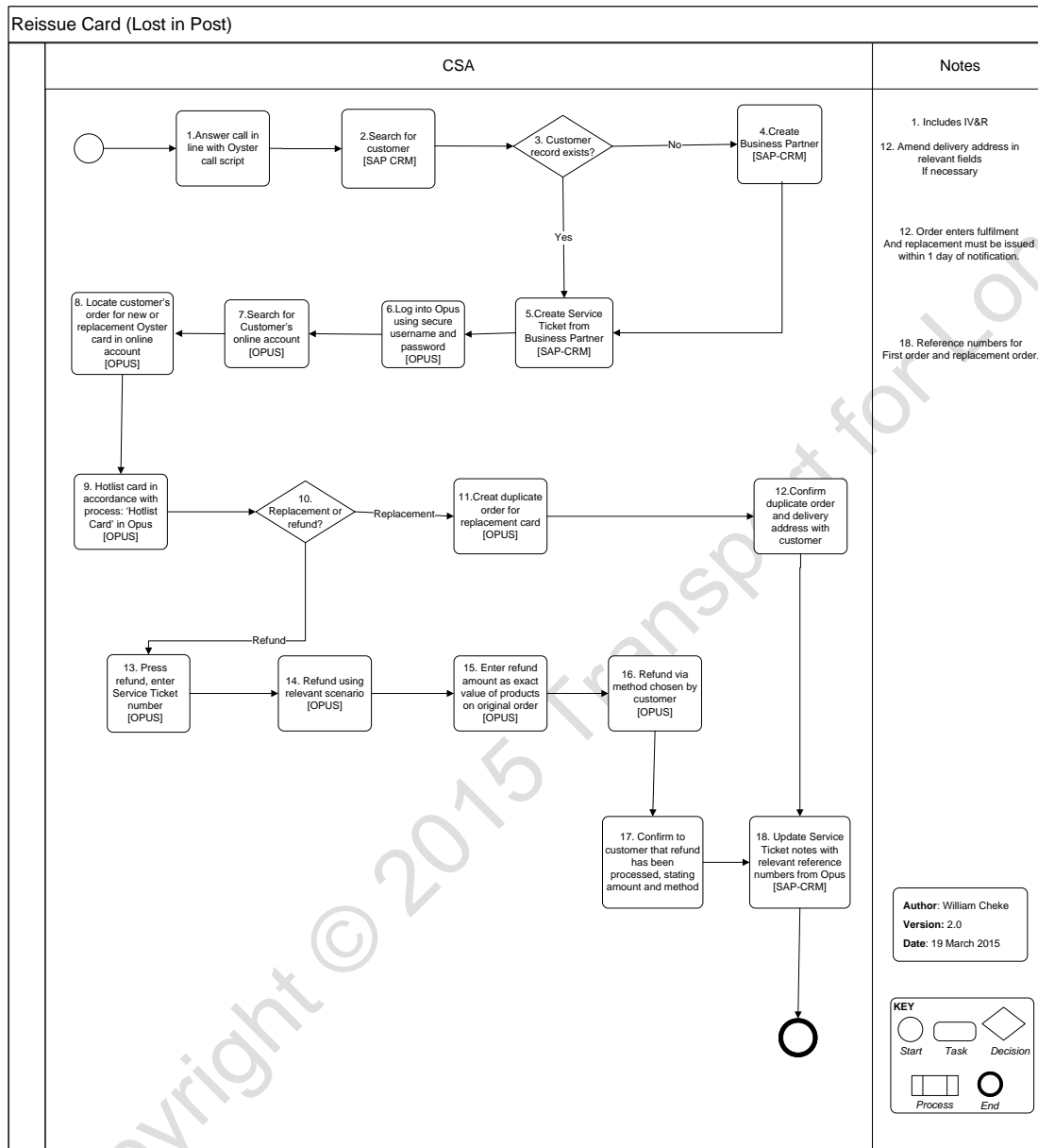| Ref.	Name	File location
RD1	Adult Card Telesales and Fulfilment for Batch 1	\\Onelondon.tfl.local\shared\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Fulfilment\Adult (including Lost and Stolen)

0.4   Document roles

Role	Name	Title
Author	William Cheke	Business Analyst
Owner	Evren Altinok	Business Support Manager

Transport for London
Customer Experience

CCO Sourcing – Contract 1

28 August 2015

1. Process definition

Process name	Damaged card
Group	Adult Card Telesales and Fulfilment for Batch 1
Key owner	
Description	During the fulfilment process an Oyster card may become damaged or corrupted and needs to be replaced. This may occur when the details from Oyster online are migrated onto the card via the Train Operator Machine (TOM)
Activities	• Remove card from machine and cancel transaction • Record Oyster card number and reason for cancellation in log. • Place damaged Oyster card in secure specified location. • Once every 4 weeks, report list of damaged cards to TfL at contact address specified (including reason for damage) • Once every 4 weeks, send batch of damaged cards to TfL's Ticketing Service Provider at address specified by TfL
SAP CRM reason codes	Not currently logged on SAP-CRM
Notes	

Process map

Damaged Cards

Fulfilment CSA	Notes

Card is damaged during charging process in TOM

1. Remove card from machine(TOM) and cancel transaction via OPUS [TOM]

2. Record Oyster card number and reason for cancellation in log

3. Reissue new card using order details from OPUS as per relevant process. [OPUS]

4. Place damaged Oyster card in secure specified location

5. Once everyone 4 weeks, report list of damaged cards to TfL at contact address specified (including reason for damage)

6. Once everyone 4 weeks, send batch of damaged cards to TfL's Ticketing Service Provider at address specified by TfL

5. no fee will be payable to the Service Provider for the production of the card.

KEY

Start, Task, Decision, Process, End

Author: William Cheke
Version: 2.0
Date: 13 Mar 2015

2. Document Approvals

Name	Title	Signature	Date
Evren Altinok	Business Support Manager		10 Jun 2015

Process – A2.5 Reissue Replacement Card (Lost in Post)

0.   Document Control

0.1   Document Summary

Ver	Date	Author	Changes since previous issue
0.1	20 Feb 2015	William Cheke	First draft
0.2	19 Mar 2015	William Cheke	Amendments following feedback from A. Douglas
0.3	23 Apr 2015	William Cheke	Amendments to process definition following feedback from Alison Chree and Ashley Cuthill (Journeycall)

0.2   File Name & Location

T:\6000 Future Ticketing Products\6100 Future Ticketing Programme\6170 Business Design\61725 CCO Sourcing\Contract 1 - JourneyCall\1 Work in progress\Lost and Stolen Fulfilment

0.3   Reference Documents

Ref.	Name	File location
RD1	Adult Card Telesales and Fulfilment for Batch 1	\\Onelondon.tfl.local\shared\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Fulfilment\Adult (including Lost and Stolen)

0.4   Document roles

Role	Name	Title
Author	William Cheke	Business Analyst
Owner	Evren Altinok	Business Support Manager

1. Process definition

Process name	Reissue Replacement Card (Lost in Post)
Group	Adult Card Telesales and Fulfilment for Batch 1
Description	The process for sending out a replacement Oyster card or offering a refund for a card that was lost in transit to the customer.
Activities	• Answer call in line with Oyster script • Search for customer in SAP-CRM and create Business Partner if one does not exist. • Create Service Ticket number • Log into OPUS, search for customer's online account and locate order for the card that was lost in post. • Confirm with customer if they want refund or replacement • Hotlist the card and use either the 'Refund' or 'Replace' options in OPUS • If a refund, confirm refund amount • Update service ticket with relevant notes
SAP CRM reason codes	• Replacement Adult Cards – Lost – Replacement Postal
Notes	Where the replacement card has not been received by the customer within 5 days of despatch, the lost card will be hotlisted in accordance with section 3.11 Conditions of carriage and the Service Provider is to issue a replacement within one working day.

CCO Sourcing – Contract 1

2. Process map

Reissue Card (Lost in Post)

CSA	Notes

CSA column:

1. Answer call in line with Oyster call script
2. Search for customer [SAP CRM]
3. Customer record exists?
   - No → 4. Create Business Partner [SAP-CRM]
   - Yes → 5. Create Service Ticket from Business Partner [SAP-CRM]
6. Log into Opus using secure username and password [OPUS]
7. Search for Customer's online account [OPUS]
8. Locate customer's order for new or replacement Oyster card in online account [OPUS]
9. Hotlist card in accordance with process: 'Hotlist Card' in Opus [OPUS]
10. Replacement or refund?
    - Replacement → 11. Creat duplicate order for replacement card [OPUS] → 12. Confirm duplicate order and delivery address with customer
    - Refund → 13. Press refund, enter Service Ticket number [OPUS]
14. Refund using relevant scenario [OPUS]
15. Enter refund amount as exact value of products on original order [OPUS]
16. Refund via method chosen by customer [OPUS]
17. Confirm to customer that refund has been processed, stating amount and method
18. Update Service Ticket notes with relevant reference numbers from Opus [SAP-CRM]

Notes:
1. Includes IV&R
12. Amend delivery address in relevant fields If necessary
12. Order enters fulfilment And replacement must be issued within 1 day of notification.
18. Reference numbers for First order and replacement order.

Author: William Cheke
Version: 2.0
Date: 19 March 2015

KEY
Start, Task, Decision, Process, End

3. Document Approvals

Name	Title	Signature	Date
Evren Altinok	Business Support Manager		10 Jun 2015

Process – A2.6 Returned Cards

0. Document Control

0.1 Document Summary

Ver	Date	Author	Changes since previous issue
0.1	22 Feb 2015	William Cheke	First draft

0.2 File Name & Location

DocumT:\6000 Future Ticketing Products\6100 Future Ticketing Programme\6170 Business Design\61725 CCO Sourcing\Contract 1 - JourneyCall\1 Work in progress\Lost and Stolen Fulfilmentent7

0.3 Reference Documents

Ref.	Name	File location
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0.4 Document roles

Role	Name	Title
Author	William Cheke	Business Analyst
Owner	Evren Altinok	Business Support Manager

1. Process definition

Process name	Returned Cards
Group	Adult Card Telesales and Fulfilment for Batch 1
Description	Occasionally Oyster cards that cannot be delivered to the customer are returned back to TfL. Where the customer can be contacted, TfL will obtain and update address details from the customer so that that the card can be resent or refunded.
Activities	• Record details of returned card in 'Returned Mail' log • Log into OPUS and locate customer's order and details • If the customer can be contacted, obtain correct address details, update and resend to new address • If after all reasonable efforts have been made the customer can't be contacted, Hotlist Oyster card. • Once every 4 weeks report list of returned hotlisted cards to TfL
SAP CRM reason codes	Not currently logged on SAP-CRM
Notes	The Service Provider may receive cards returned by the Royal Mail, which they have been unable to deliver. A record of these must be kept, the accompanying documentation retained and the address details amended where possible. In such cases the Service Provider will make all reasonable efforts to trace the applicant, primarily by telephone, in order that confirmation of the applicant's address can be obtained and the card re-sent. A detailed note of any changes in address must be recorded on the applicant's database record and reported to TfL.

CCO Sourcing – Contract 1

2. Process map

Returned Cards

Fulfilment CSA — process flow:

- Receive card that has been returned as undeliverable by Royal Mail (Start)
- 1. Record details of returned card in "Returned Mail" log
- 2 CSA (Correspondence) Log in to Opus using secure username and password [OPUS]
- 3. Locate relevant customer order [OPUS]
- 4. Can customer be contacted via email or phone? (Decision)
  - Yes → 6. Obtain correct address details from customer → 7. Update customer record and order [OPUS] → 8. Resend to new address → (End)
  - No → 5. If after all reasonable efforts the customer cannot be contacted, Hotlist Oyster card [OPUS] → 8. Place hotlisted card in secure specified location → 9. Once every 4 weeks, report list of returned hotlisted cards to TfL at contact address specified (including reason for return) → 10. Once every 4 weeks, send batch of hotlisted cards to TfL's Ticketing Service Provider at address specified by TfL → (End)

Notes

1. Must include reason given by Royal Mail for return.

8. Customer can also be offered the option to call back with a new Oyster card and ask for an ARC transfer Or request for a BACS refund

KEY

Start   Task   Decision

End

Author: William Cheke
Version: 2.0
Date: 13 MAR 2015

3. Document Approvals

Name	Title	Signature	Date
Evren Altinok	Business Support Manager		10 Jun 2015

Process – A2.7 Receipt without Oyster card (for transferred Oyster cards)

0. Document Control

0.1 Document Summary

Ver	Date	Author	Changes since previous issue
0.1	Feb 2015	William Cheke	First draft
0.2	23 Mar 2015	William Cheke	Amendments following feedback from Journeycall
0.3	23 Apr 2015	William Cheke	Amendments to process map following feedback from Alison Chree and Ashley Cuthill (Journeycall)

0.2 File Name & Location

Docu T:\6000 Future Ticketing Products\6100 Future Ticketing Programme\6170 Business Design\61725 CCO Sourcing\Contract 1 - JourneyCall\1 Work in progress\Lost and Stolen Fulfilmentment7

0.3 Reference Documents

Ref.	Name	File location
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0.4 Document roles

Role	Name	Title
Author	William Cheke	Business Analyst
Owner	Evren Altinok	Business Support Manager

1. Process definition

Process name	Receipt received without Oyster card
Group	Adult Card Telesales and Fulfilment for Batch 1
Description	The process for despatching receipts for products transferred to a replacement card the customer has in their possession.
Activities	Within 5 working days from date of product purchase, 'Receipt without Oyster card' requests must be fulfilled as follows: • Create receipt (standard template) using product purchased information • Print a receipt and customer address slip using the Ticketing Application functionality; • Despatch the receipt.
SAP CRM reason codes	Not currently logged on SAP-CRM
Notes	

2. Process map

Receipt Without Oyster Card (for Transferred Oyster cards)

Fulfilment CSA	Notes

1. Log into OPUS using secure username and password [OPUS]

2. Open "Fulfil Pending Order" screen from "Fulfilment" tab on both screen [OPUS]

3. Select "Receipt pending" queue and select relevant order to process to display [OPUS]

Receipt PC/Printer

4. On PC associated with receipt, click on "Print Receipt" button [TOM]

5.CSA types order details onto visual display template on screen

6. When receipt has printed, click "Close order"

OPUS

7. On PC associated with customer specific letter printer, clink on "Print" at printer prompt [OPUS]

8. When customer specific letter prints, click "Cancel" on screen [OPUS]

9. Staple Receipt to left hand side of customer specific letter

10. Remove label section from bottom of customer specific letter

11. Place receipt and customer specific letter in envelope Stick address label on envelope.

12. Place envelope in mail-out location for franking and postage according to standard process

Notes:

1. Receipts for products on ARC'd Oyster cards (receipt without Oyster Card) must be despatched within 5 working days of the date of order. Receipts sent by Second Class mail. Receipt printed from template provided by TfL

3. Customer's order is displayed on both screens in OPUS ready for processing.

Author: William Cheke
Version: 2.0
Date: 20th Mar 2015

KEY

Start   Task   Decision

Process   End

3. Document Approvals

Name	Title	Signature	Date
Evren Altinok	Business Support Manager		10 Jun 2015

Process – A3.1 Lost and Stolen Telephony

0. Document Control

0.1 Document Summary

Ver	Date	Author	Changes since previous issue
0.1	Feb 2015	William Cheke	First draft
0.2	Mar 2015	William Cheke	Addition of notes and amendments following feedback from Journeycall
0.3	26 Mar 2015	William Cheke	Amendments to process map following feedback from A. Douglas
0.4	5 May 2015	William Cheke	Amendments following review from Natalie Stouchbury

0.2 File Name & Location

T:\6000 Future Ticketing Products\6100 Future Ticketing Programme\6170 Business Design\61725 CCO Sourcing\Contract 1 - JourneyCall\1 Work in progress\Lost and Stolen Fulfilment

0.3 Reference Documents

Ref.	Name	File location
RD1	Adult Card Telesales and Fulfilment for Batch 1	\\Onelondon.tfl.local\shared\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Fulfilment\Adult (including Lost and Stolen)

0.4 Document roles

Role	Name	Title
Author	William Cheke	Business Analyst
Owner	Evren Altinok	Business Support Manager

1. Process definition

Process name	Lost and Stolen Telephony
Group	Adult Card Telesales and Fulfilment for Batch 1
Description	TfL provides a service for the replacement of registered lost or stolen Oyster cards. Once the details of the lost/stolen card can be located and verified, TfL offers the customer the option to have their products on their Oyster card transferred to another card over night and ready for collection when the customer makes a Tube, DLR, Overground or Tram journey. The customer may also opt to have a replacement card sent out to them in the post.
Activities	• Receive call relating to lost or stolen Oyster card • Establish if customer has called in relation to Oyster card and search/create service ticket number via CRM • Retrieve Oyster card number from the customer or by searching for details in GUI • Once Oyster card number has been obtained, confirm customer's security details. • Search for existing customer online account in OPUS or create one where it does not exist • Choose either the replacement or refund option (£5 admin fee charge will incur) and follow the required rules to processing • Where Oyster card has been reported stolen advise customer to send in a copy of their Crime Report or Victim Crime Card to have the £5 admin fee waived. • Update Service Ticket and complete case
SAP CRM reason codes	• Lost – Lost – Replacement ARC • Lost – Lost – Replacement Post • Lost – Lost – Policy • Lost – Lost – One and done refund • Lost – Lost – Failed ID&V • Stolen – Stolen Replacement ARC • Stolen – Stolen – Replacement Post • Stolen – Stolen – Policy • Stolen – Stolen – One and done refund • Stolen – Stolen – Failed ID&V
Notes	For Oyster cards that have been reported Lost and stolen holding a Privilege or Discount, the CSA will need to refund the customer the value of the product via the customer's

Oyster online account.

2. Process Map

Lost and Stolen Telephony

CSA

Receive call relating to Lost and Stolen Oyster card

1. Has customer been requested to call regarding their lost/stolen Oyster card? — Yes → 2. Take customer name and Service Ticket number and locate Service Ticket [SAP CRM]

3. Review notes in Service Ticket and address accordingly [SAP CRM]

4. Ask customer for name, security answer and Oyster card number

No →

5. Search for existing Business Partner [SAP CRM]

6. Existing Business Partner? — Yes → 7. Select Business Partner [SAP CRM]

No →

9. Create Business Partner [SAP CRM]

8. Create Service Ticket from Business Partner [SAP CRM]

10. Does customer know Oyster card number? — No → 11. Open GUI and search for Oyster card using name/postcode/security answer [GUI]

Yes → 11. Open GUI and enter Oyster card number [GUI]

12. Oyster card number found? — No → 13. Ask customer how they paid for a product on their card

14. Paid by credit/debit card? — Yes → 15. Request first 6 and last 4 digits of payment card and details of product purchased

Yes →

16. Conduct search based on data supplied by customer [BUSINESS OBJECTS]

17. Cross reference details provided by customer to results

18. Oyster card number found? — No →

19. Review customer Oyster data stored

20. Security answer matches? — No → 21. Carry out secondary ID&V process → 22. ID&V successful? — No → 23. Advise customer of process if ID&V has failed → 24. Update notes in Service Ticket and mark as Completed. End call

Yes →

25. Advise customer that additional information and a more detailed search is required which will be done after the call

27. Name in GUI matches name given by customer? — No → Go to Lost and Stolen Incorrect Name

Yes →

26. Request new security answer from customer

28. Enter new security answer [GUI]

29. Enter all details required for additional searches into notes [SAP CRM]

30. Assign to Inbox to process [SAP CRM]

34. Search for online account [OPUS]

From Lost and Stolen Incorrect Name

32. Is customer liable to incur an admin fee in relation to processing of their request? — Yes → 31. Advise customer that this can only be done as a refund with an admin fee of £5 → Go to Advanced Search

33. Refund or replacement? — Refund

No →

35. Does online Oyster account exist? — Yes → 36. Open account and check customer details are correct and amend if necessary [OPUS]

No →

Replacement → 41. Refer to relevant ticket type in Processing Rules to process

39. Follow relevant scenario and enter required calculated amounts [OPUS]

40. Create online account from Oyster card number [OPUS]

38. Does the customer state that card has been stolen or destroyed by fire? — Yes → 37. Advise customer that a copy of the Crime report or Victim Care card is needed to waive the admin fee

No →

43. Customer wants to proceed without Crime report or Victim Care card? — Yes → 44. Advise the customer to send this in to us. Provide the customer with the Service ticket number

45. Does the customer have Crime report or Victim Care card? — Yes

46. Advise the customer to obtain Crime report or Victim Care card and send in to us. Provide the customer with the Service Ticket number — No

42. Update notes in Service Ticket, complete case and end call [SAP CRM]

Author: William Cheke
Version: v0.2
Date: 26/03/15

Notes

1. Could have been requested to call for more information, address issue with incorrect name or require crime reference number to waive admin fee

4. Advise customer that they must be Registered / Protected and do not proceed if they state it is not. If it is a photocard, they should be directed to call [Novacroft]

9. Data required for Business Partner:
- Title
- First Name
- Surname
- Telephone number

9. Service Ticket completed with following field data
Overview:
- Description: "Lost / Stolen Card"
- Type: "Enquiry"
- Area: "Oyster"
- Reason 1: "Lost & Stolen Card"
- Reason 2: "Lost & Stolen Card"
- Reason 3: "Lost & Stolen Card"
Additional Fields:
- Oyster card number: Enter "000000000000"
- Security Answer
- Notes: detail of issue and what searches have been carried out and failed

16. Search criteria are based on one or more of the following variables:

Season Ticket purchased at a station:
- Oyster ID (always "%")
- Partial PAN
- Expiry date
- Day key (taken from UTS Day Calendar)

Using "%" before or after search term will return all results that follow the initial search term whatever is before or after the "%"

23. If failed, copies of 2 pieces of ID will need to be sent in, one verifying name, one verifying address. Also ask customer to provide new security answer. Give customer address at TfL to submit material to.

29. Details required:
- Type
- How many tickets on the card
- Any PAYG?
- Where PAYG last topped up
- Details of top up
- Estimated PAYG balance
- Season ticket type
- From zone
- To zone
- Start date
- End date
- Where purchased
- Details of purchase
- Payment method
- Alternative names and addresses

39. For Oyster cards containing Privilege or discounts loaded on to them we can only process as refunds via customers account on OPUS

40. Customer must be read following wording:
In order to process your refund, I have to create an online account for you. Your personal information will be processed in accordance with the Data Protection Act (DPA) 1998. If you provide an email address we'll email you a temporary password which must be changed within 24hours. For more information on online accounts, please visit our website at www.tfl.gov.uk
If they do not agree, no further action can be taken.
Data required for On Line Account:
- Name
- Address
- Telephone number
- Email
- Security Question
- Security answer

KEY
○ Start
▭ Task
◇ Decision
▱ Process
◯ End

3. Document Approvals

Name	Title	Signature	Date
Evren Altinok	Business Support Manager		10 Jun 2015

Process – A3.2 Advanced Search

0. Document Control

0.1 Document Summary

Ver	Date	Author	Changes since previous issue
0.1	Feb 2015	William Cheke	First draft
0.2	19th Mar 2015	William Cheke	Amendments following review by A. Douglas
0.3	5 May 2015	William Cheke	Amendments following review by Natalie Stouchbury

0.2 File Name & Location

T:\6000 Future Ticketing Products\6100 Future Ticketing Programme\6170 Business Design\61725 CCO Sourcing\Contract 1 - JourneyCall\1 Work in progress\Lost and Stolen Fulfilment

0.3 Reference Documents

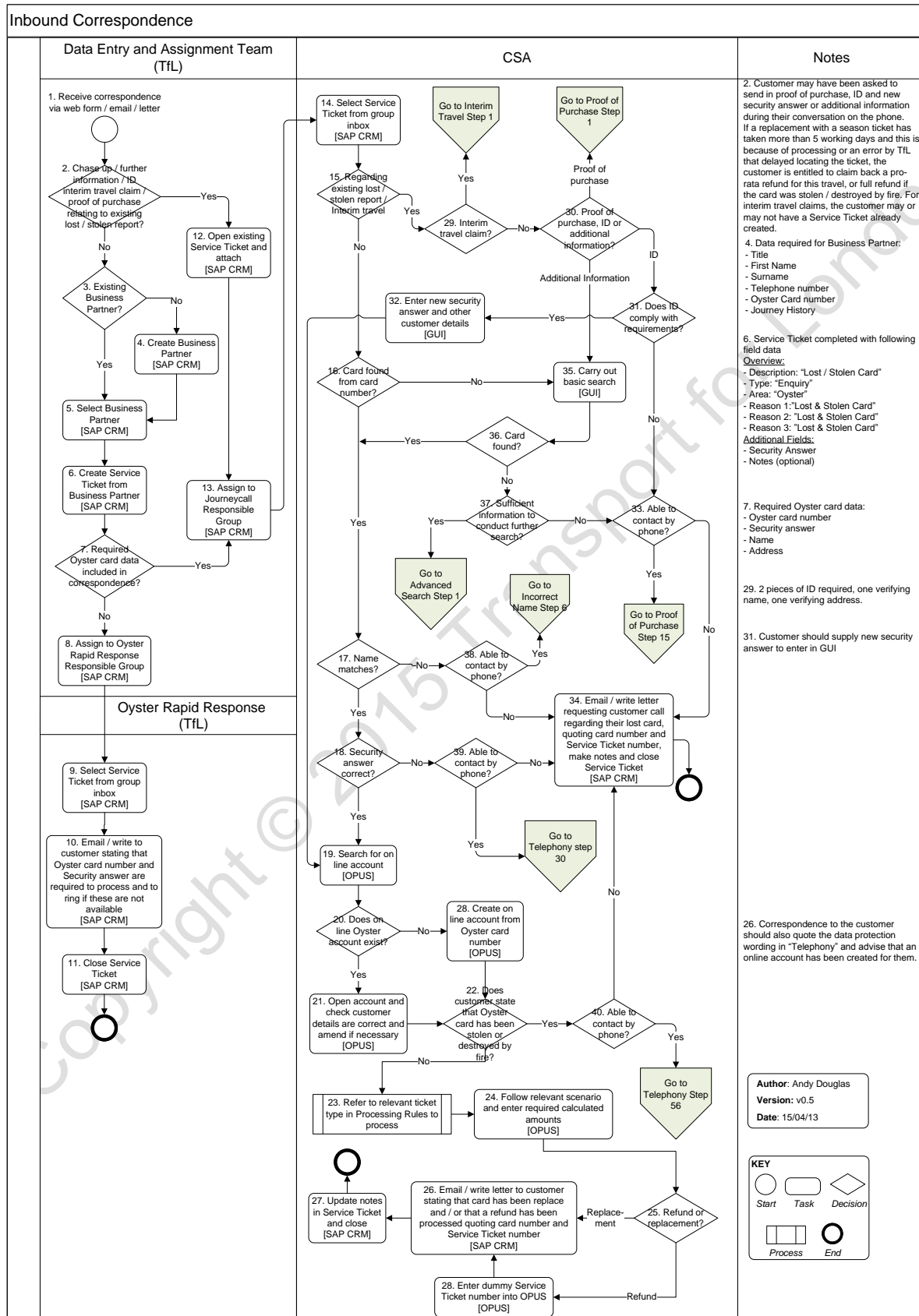| Ref.	Name	File location
RD1	Adult Card Telesales and Fulfilment for Batch 1	\\Onelondon.tfl.local\shared\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Fulfilment\Adult (including Lost and Stolen)

0.4 Document roles

Role	Name	Title
Author	William Cheke	Business Analyst
Owner	Evren Altinok	Business Support Manager

1. Process definition

Process name	Advanced Search
Group	Adult Card Telesales and Fulfilment for Batch 1
Description	The process for using advanced search methods to find a lost/stolen Oyster card number where it can't be found from OPUS/GUI. A customer's details may not have filtered through the system correctly making it difficult to verify the details held on the card. In such circumstances payment methods and other search filters may be required to find the information relating to the cardholder.
Activities	• Establish if the payment method for the season ticket was either via payment card or cheque. • For payment card transactions open Bankcard Period Report spreadsheet in email from LU Revenue • For cheque payments open Cheque Period Report spreadsheet in email from LU Revenue • Filter and search data as required • If the Oyster card number is found, email/write to the customer requesting for them to call regarding their lost/stolen Oyster card quoting card number and service ticket number. Make notes in CRM and close Service Ticket. • If the Oyster card number can't be found call customer and advise them to send in proof of purchase and details of regular journeys. Update notes in CRM and close Service Ticket.
SAP CRM reason codes	Lost – Lost - Advanced Search Stolen – Stolen – Advanced Search
Notes	

2. Process Map

Advanced Search

Notes

9. Search criteria are based on one or more of the following variables:
Season Ticket purchased at a station:
- Security answer
- Sales Location Name
- Ticket Issue Date From
- Ticket Issue Date To
- Time Validity
- Product
- Registered
PAYG purchased at a station:
- Security answer
- Value added
- Station Name
- From Date
- To Date
- Time Validity (not for PAYG)
- Registered

Business Objects report will only show a transaction at a Ticket Stop if the card and product were purchased there together.

Using "%" before or after search term will return all results that follow the initial search term whatever is before or after the "%"

Ticket Stop purchases may not show in Business Objects Reports.

14. Acceptable proof of purchase:
- Payment card: Copy of bank statement
- Cash: receipt
- Company cheque: Copy of the back of the cheque

Author: William Cheke
Version: v0.2
Date: 26/03/15

KEY
Start   Task   Decision
Process   End

Transport for London
Customer Experience

CCO Sourcing – Contract 1

28 August 2015

3. Document Approvals

Name	Title	Signature	Date
Evren Altinok	Business Support Manager		10 Jun 2015

Process – A3.3 Inbound Correspondence

0. Document Control

0.1 Document Summary

Ver	Date	Author	Changes since previous issue
0.1	18 Feb 2015	William Cheke	First draft
0.2	06 May 2015	William Cheke	Amendments following review by Natalie Stouchbury

0.2 File Name & Location

T:\6000 Future Ticketing Products\6100 Future Ticketing Programme\6170 Business Design\61725 CCO Sourcing\Contract 1 - JourneyCall\1 Work in progress\Lost and Stolen Fulfilment

0.3 Reference Documents

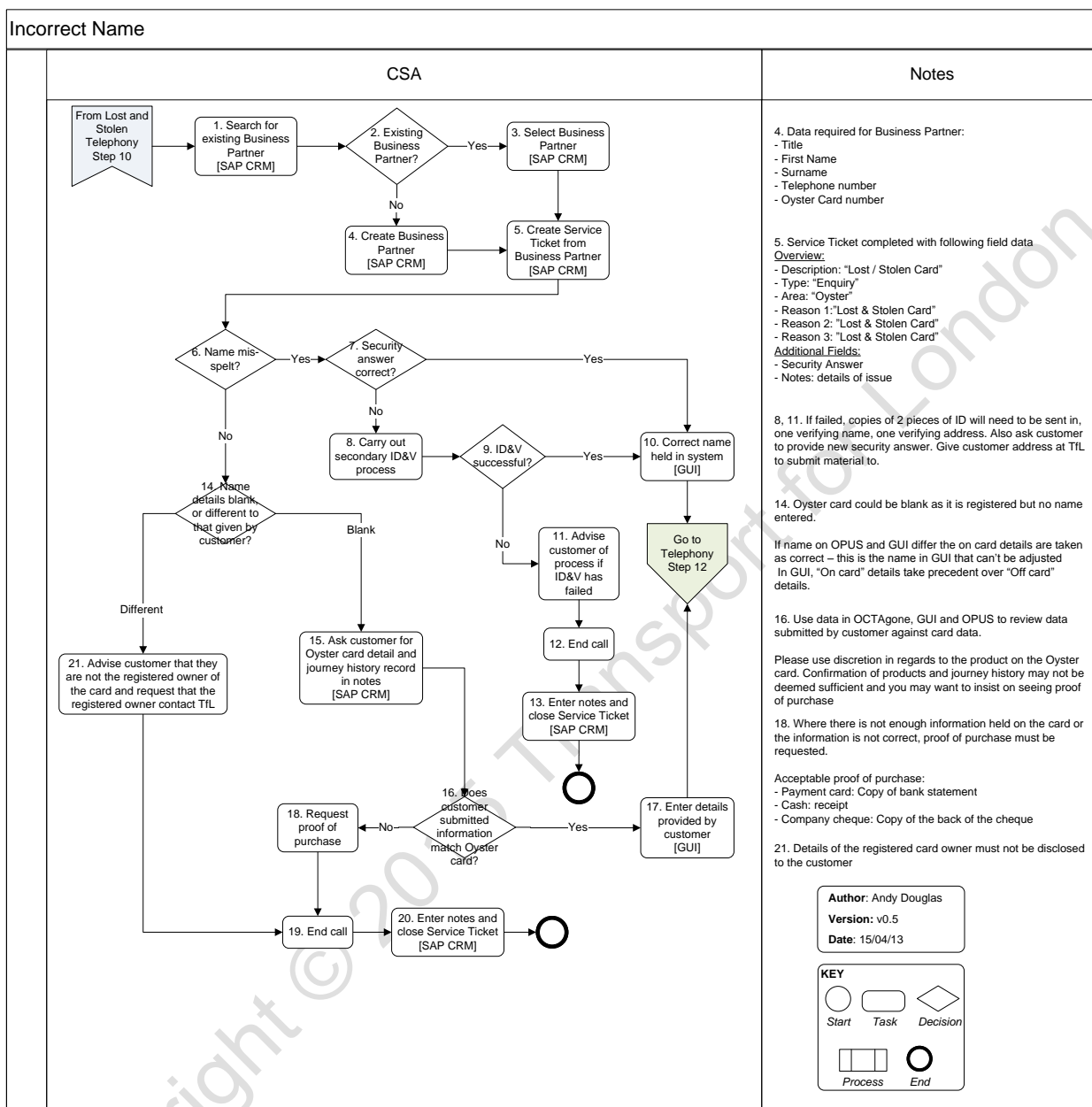| Ref.	Name	File location
RD1	Adult Card Telesales and Fulfilment for Batch 1	\\Onelondon.tfl.local\shared\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Fulfilment\Adult (including Lost and Stolen)

0.4 Document roles

Role	Name	Title
Author	William Cheke	Business Analyst
Owner	Evren Altinok	Business Support Manager

1.   Process definition

Process name	Inbound Correspondence for Lost and Stolen process
Group	Adult Card Telesales and Fulfilment for Batch 1
Description	The process for responding to customers' correspondence following a request to replace a lost/stolen Oyster card.
Activities	- Data Entry Assignment Team (TfL) receives correspondence from customer (via web email, letter or web form) chasing up or requesting for further information relating to existing lost or stolen report - Where data received is incorrect assign to Oyster Rapid Response Team who will email the customer informing the customer that the documents provided are don't match what we hold - Where the data received is correct the Data Entry Assignment team attach relevant documents and assign to Journeycall SAP-CRM inbox - CSA selects Service Ticket from SAP CRM and determines if card is Lost/Stolen or if the customer is claiming for interims - CSA checks that Oyster card number can be found by the information provided by the customer. - check customer details are correct and amend as necessary than open account on Opus - Follow the relevant scenario and enter required calculated amounts via OPUS - CSA chooses either to refund or replace and writes to the customer to confirm which method has been chosen and why. The Service Ticket number should be quoted in the correspondence. - Update notes on SAP CRM and close case
SAP CRM reason codes	Lost – Lost - Advance Search Stolen – Stolen – Advance Search
Notes	

2. Process Map

Inbound Correspondence

Data Entry and Assignment Team (TfL)

1. Receive correspondence via web form / email / letter

2. Chase up / further information / ID interim travel claim / proof of purchase relating to existing lost / stolen report?
 - Yes → 12. Open existing Service Ticket and attach [SAP CRM]
 - No

3. Existing Business Partner?
 - No → 4. Create Business Partner [SAP CRM]
 - Yes

5. Select Business Partner [SAP CRM]

6. Create Service Ticket from Business Partner [SAP CRM]

7. Required Oyster card data included in correspondence?
 - Yes → 13. Assign to Journeycall Responsible Group [SAP CRM]
 - No

8. Assign to Oyster Rapid Response Responsible Group [SAP CRM]

Oyster Rapid Response (TfL)

9. Select Service Ticket from group inbox [SAP CRM]

10. Email / write to customer stating that Oyster card number and Security answer are required to process and to ring if these are not available [SAP CRM]

11. Close Service Ticket [SAP CRM]

CSA

14. Select Service Ticket from group inbox [SAP CRM]

15. Regarding existing lost / stolen report / Interim travel

Go to Interim Travel Step 1

Go to Proof of Purchase Step 1

Proof of purchase

29. Interim travel claim?
 - Yes → Go to Interim Travel Step 1
 - No → 30. Proof of purchase, ID or additional information?
   - Additional Information → 32. Enter new security answer and other customer details [GUI]
   - ID → 31. Does ID comply with requirements?
     - Yes → 32. Enter new security answer and other customer details [GUI]
     - No → 33. Able to contact by phone?

16. Card found from card number?
 - No → 35. Carry out basic search [GUI]
 - Yes

36. Card found?
 - Yes
 - No → 37. Sufficient information to conduct further search?
   - Yes → Go to Advanced Search Step 1
   - No → 33. Able to contact by phone?
     - Yes → Go to Proof of Purchase Step 15
     - No → 34. Email / write letter...

Go to Incorrect Name Step 6

17. Name matches?
 - No → 38. Able to contact by phone?
   - Yes → Go to Incorrect Name Step 6
   - No → 34. Email / write letter requesting customer call regarding their lost card, quoting card number and Service Ticket number, make notes and close Service Ticket [SAP CRM]
 - Yes

18. Security answer correct?
 - No → 39. Able to contact by phone?
   - Yes → Go to Telephony step 30
   - No → 34. Email / write letter...
 - Yes

19. Search for on line account [OPUS]

20. Does on line Oyster account exist?
 - No → 28. Create on line account from Oyster card number [OPUS]
 - Yes → 21. Open account and check customer details are correct and amend if necessary [OPUS]

22. Does customer state that Oyster card has been stolen or destroyed by fire?
 - Yes → 40. Able to contact by phone?
   - Yes → Go to Telephony Step 56
   - No → 34. Email / write letter...
 - No → 23. Refer to relevant ticket type in Processing Rules to process

24. Follow relevant scenario and enter required calculated amounts [OPUS]

25. Refund or replacement?
 - Replacement → 26. Email / write letter to customer stating that card has been replaced and / or that a refund has been processed quoting card number and Service Ticket number [SAP CRM]
 - Refund → 28. Enter dummy Service Ticket number into OPUS [OPUS]

27. Update notes in Service Ticket and close [SAP CRM]

Notes

2. Customer may have been asked to send in proof of purchase, ID and new security answer or additional information during their conversation on the phone. If a replacement with a season ticket has taken more than 5 working days and this is because of processing or an error by TfL that delayed locating the ticket, the customer is entitled to claim back a pro-rata refund for this travel, or full refund if the card was stolen / destroyed by fire. For interim travel claims, the customer may or may not have a Service Ticket already created.

4. Data required for Business Partner:
- Title
- First Name
- Surname
- Telephone number
- Oyster Card number
- Journey History

6. Service Ticket completed with following field data
Overview:
- Description: "Lost / Stolen Card"
- Type: "Enquiry"
- Area: "Oyster"
- Reason 1: "Lost & Stolen Card"
- Reason 2: "Lost & Stolen Card"
- Reason 3: "Lost & Stolen Card"
Additional Fields:
- Security Answer
- Notes (optional)

7. Required Oyster card data:
- Oyster card number
- Security answer
- Name
- Address

29. 2 pieces of ID required, one verifying name, one verifying address.

31. Customer should supply new security answer to enter in GUI

26. Correspondence to the customer should also quote the data protection wording in "Telephony" and advise that an online account has been created for them.

Author: Andy Douglas
Version: v0.5
Date: 15/04/13

KEY

Start	Task	Decision
Process	End	

3. Document Approvals

Name	Title	Signature	Date

Process – A3.4 Incorrect Name

0. Document Control

0.1 Document Summary

Ver	Date	Author	Changes since previous issue
0.1	Feb 2015	William Cheke	First draft
0.2	19 Mar 2015	William Cheke	Amendments following feedback with A. Douglas

0.2 File Name & Location

T:\6000 Future Ticketing Products\6100 Future Ticketing Programme\6170 Business Design\61725 CCO Sourcing\Contract 1 - Journeycall\1 Work in progress\Lost and Stolen Fulfilment\Process – A3.4 Incorrect Name.doc

0.3 Reference Documents

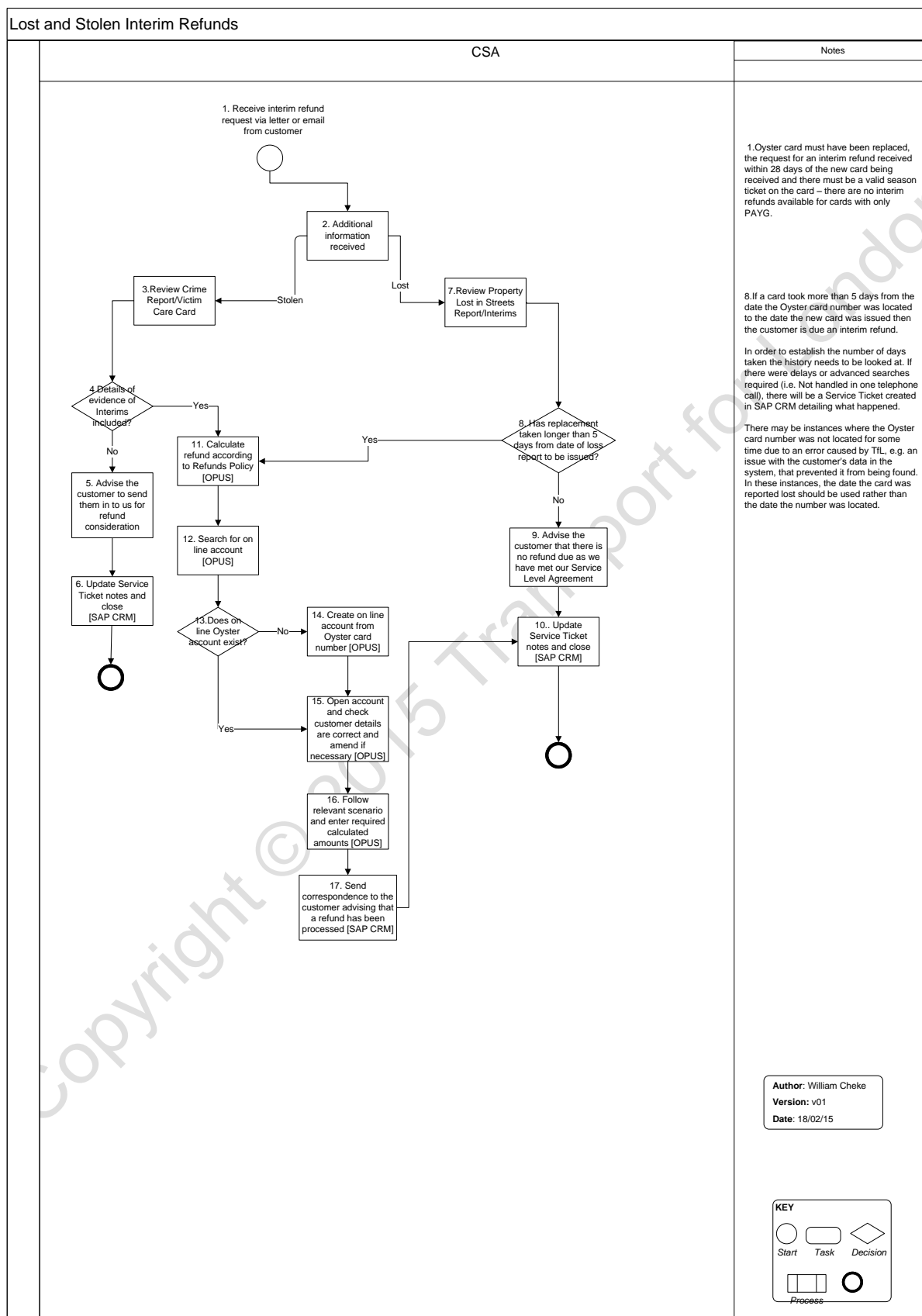| Ref.	Name	File location
RD1	Adult Card Telesales and Fulfilment for Batch 1	\\Onelondon.tfl.local\shared\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Fulfilment\Adult (including Lost and Stolen)

0.4 Document roles

Role	Name	Title
Author	William Cheke	Business Analyst
Owner	Evren Altinok	Business Support Manager

1. Process definition

Process name	Incorrect Name
Group	Adult Card Telesales and Fulfilment for Batch 1
Description	Customers may contact TfL regarding a lost/stolen card where the name they gave does not match that held in relation to the Oyster card.
Activities	• Search for existing Business Partner in SAP CRM and create one where none exists • Check with customer if name is misspelt, verify security answer is correct and update in GUI • If the customer's name is different from what is held on card, advice customer that they are not the registered owner and request that the registered owner contact TfL • Where Name details are blank, ask customer for Oyster card details and journey history. Failing that request customer to send in proof of purchase • Enter notes and close Service Ticket (SAP CRM)
SAP CRM reason codes	Lost – Lost – Policy Stolen – Stolen - Policy
Notes	

2. Process Map

Incorrect Name

CSA	Notes

Process flow (CSA lane):

- From Lost and Stolen Telephony Step 10 → 1. Search for existing Business Partner [SAP CRM]
- 2. Existing Business Partner? — Yes → 3. Select Business Partner [SAP CRM]; No → 4. Create Business Partner [SAP CRM]
- 4. Create Business Partner [SAP CRM] → 5. Create Service Ticket from Business Partner [SAP CRM]
- 3. Select Business Partner → 5. Create Service Ticket from Business Partner [SAP CRM]
- 6. Name mis-spelt? — Yes → 7. Security answer correct?; No → 14. Name details blank or different to that given by customer?
- 7. Security answer correct? — Yes → 10. Correct name held in system [GUI]; No → 8. Carry out secondary ID&V process
- 8. Carry out secondary ID&V process → 9. ID&V successful? — Yes → 10. Correct name held in system [GUI]; No → 11. Advise customer of process if ID&V has failed
- 10. Correct name held in system [GUI] → Go to Telephony Step 12
- 11. Advise customer of process if ID&V has failed → 12. End call → 13. Enter notes and close Service Ticket [SAP CRM] → (End)
- 14. Name details blank or different to that given by customer? — Different → 21. Advise customer that they are not the registered owner of the card and request that the registered owner contact TfL → 19. End call; Blank → 15. Ask customer for Oyster card detail and journey history record in notes [SAP CRM]
- 15. Ask customer for Oyster card detail and journey history record in notes [SAP CRM] → 16. Does customer submitted information match Oyster card? — No → 18. Request proof of purchase; Yes → 17. Enter details provided by customer [GUI]
- 18. Request proof of purchase → 19. End call → 20. Enter notes and close Service Ticket [SAP CRM] → (End)

Notes:

4. Data required for Business Partner:
- Title
- First Name
- Surname
- Telephone number
- Oyster Card number

5. Service Ticket completed with following field data
Overview:
- Description: "Lost / Stolen Card"
- Type: "Enquiry"
- Area: "Oyster"
- Reason 1:"Lost & Stolen Card"
- Reason 2: "Lost & Stolen Card"
- Reason 3: "Lost & Stolen Card"
Additional Fields:
- Security Answer
- Notes: details of issue

8, 11. If failed, copies of 2 pieces of ID will need to be sent in, one verifying name, one verifying address. Also ask customer to provide new security answer. Give customer address at TfL to submit material to.

14. Oyster card could be blank as it is registered but no name entered.

If name on OPUS and GUI differ the on card details are taken as correct – this is the name in GUI that can't be adjusted In GUI, "On card" details take precedent over "Off card" details.

16. Use data in OCTAgone, GUI and OPUS to review data submitted by customer against card data.

Please use discretion in regards to the product on the Oyster card. Confirmation of products and journey history may not be deemed sufficient and you may want to insist on seeing proof of purchase

18. Where there is not enough information held on the card or the information is not correct, proof of purchase must be requested.

Acceptable proof of purchase:
- Payment card: Copy of bank statement
- Cash: receipt
- Company cheque: Copy of the back of the cheque

21. Details of the registered card owner must not be disclosed to the customer

Author: Andy Douglas
Version: v0.5
Date: 15/04/13

KEY
- Start (circle)
- Task (rounded rectangle)
- Decision (diamond)
- Process (rectangle)
- End (circle)

3. Document Approvals

Name	Title	Signature	Date
Evren Altinok	Business Support Manager		10 Jun 2015

Process – A3.5 Lost and Stolen Proof of Purchase

0.   Document Control

0.1   Document Summary

Ver	Date	Author	Changes since previous issue
0.1	Feb 2015	William Cheke	First draft

0.2   File Name & Location

T:\6000 Future Ticketing Products\6100 Future Ticketing Programme\6170 Business Design\61725 CCO Sourcing\Contract 1 - JourneyCall\1 Work in progress\Lost and Stolen Fulfilment

0.3   Reference Documents

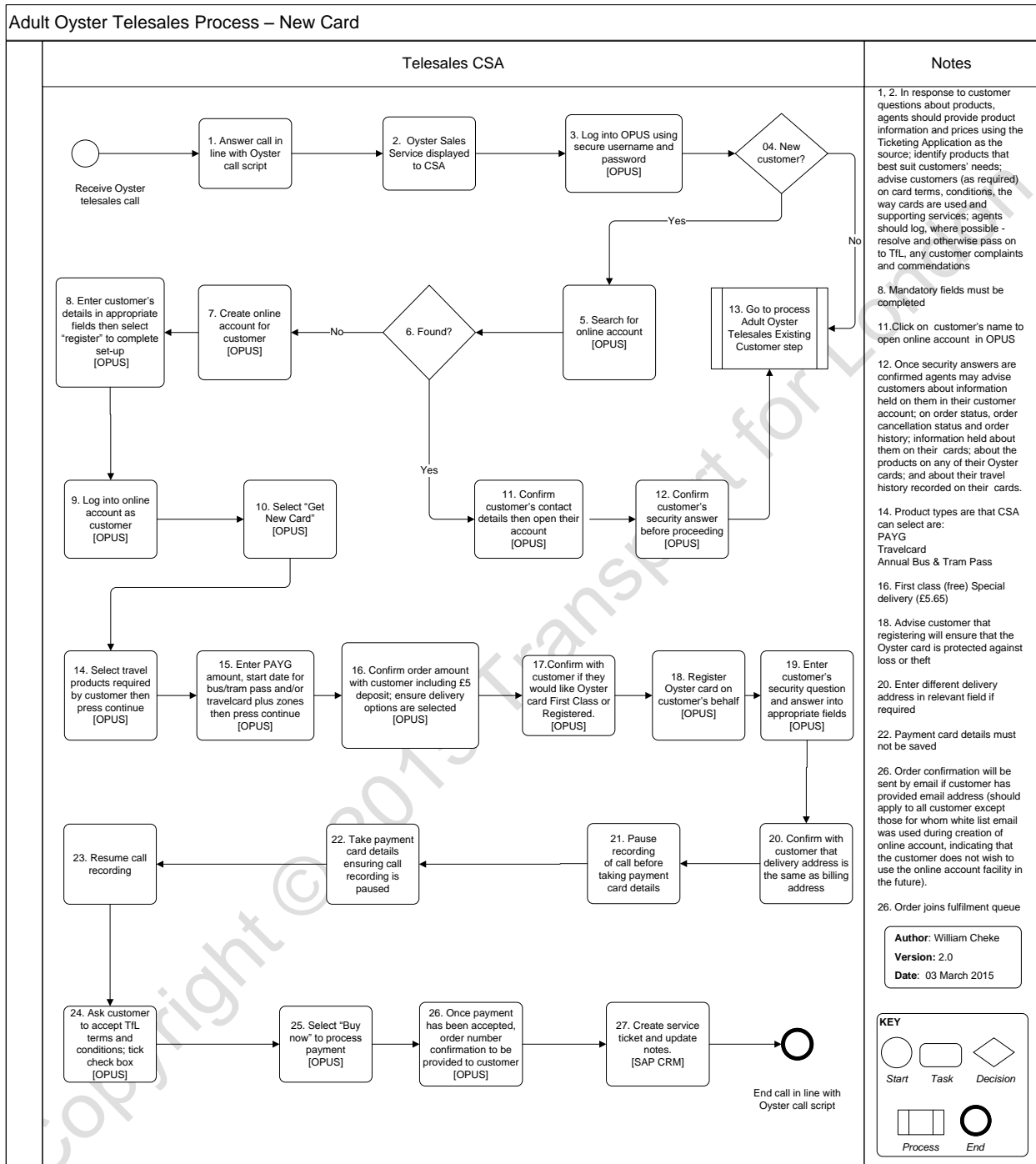| Ref.	Name	File location
RD1	Adult Card Telesales and Fulfilment for Batch 1	\\Onelondon.tfl.local\shared\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Fulfilment\Adult (including Lost and Stolen)

0.4   Document roles

Role	Name	Title
Author	William Cheke	Business Analyst
Owner	Evren Altinok	Business Support Manager

1. Process definition

Process name	Lost and Stolen Proof of Purchase
Group	Adult Card Telesales and Fulfilment for Batch 1
Description	The process for checking proof of purchase for Lost or stolen Oyster card which may be required if the customers Oyster card details can't be located
Activities	- Review material sent in by customer that is in accordance with rules. Where it does not meet the rules, contact the customer and advise that insufficient proof of purchase has been submitted and request that they resubmit acceptable material. Add notes and close Service Ticket. - Where the material obtained by the customer is sufficient, ID&V the customer and determine if the information is sufficient to provide evidence that the customer is the owner. - Where customer has provided material for further searches then agent must conduct search via Business Objects and cross reference details provided by customer to results. Where the Oyster card number can still not be obtained escalate to TfL
SAP CRM reason codes	Replacement Adult Cards – Lost – Policy
Notes	

2. Process Map

Proof of Purchase

CSA	Notes

CSA

From Inbound Correspondence

1. Review material sent by customer

2. Material submitted in accordance with rules?

No →

3. Able to contact by phone?

Yes →

4. Advise that insufficient proof of purchase has been submitted and request they submit acceptable material

5. Add notes and and close Service Ticket [SAP CRM]

No →

6. Email requesting customer advising that insufficient proof of purchase has been submitted and request they submit acceptable material [SAP CRM]

Yes

7. Material sent to identify customer or provide information for further searches?

Further searches

ID customer

8. Conduct search based on data supplied by customer [BUSINESS OBJECTS]

9. Cross reference details provided by customer to results

10. Oyster card number found? — Yes →

12. Amount on proof of purchase corresponds to product purchased? — Yes →

No → 11. Escalate to TfL

No →

13. Does information provide sufficient evidence that customer is owner?

Yes → Go to Lost and Stolen Inbound Correspondence Step 23

No →

14. Able to contact by phone?

Yes → 15. Advise that insufficient proof of purchase has been submitted and request they submit acceptable material

No →

17. Email / write to customer requesting that they call regarding their Oyster card and quote Service Ticket number [SAP CRM]

16. Add notes and and close Service Ticket [SAP CRM]

Yes → Go to Inbound Correspondence Step 23

Author: Andy Douglas
Version: v0.5
Date: 15/04/13

KEY

○ Start
⬭ Task
◇ Decision
▭ Process
◯ End

Notes

2. Acceptable proof of purchase:
- Payment card: Copy of bank statement
- Cash: receipt
- Company cheque: Copy of the back of the cheque

8. Search criteria are based on one or more of the following variables for Payment card only:
- Oyster ID (always "%")
- Partial PAN
- Expiry date
- Day key (taken from UTS Day Calendar)
Season Ticket purchased at a station:
- Security answer
- Sales Location Name
- Ticket Issue Date From
- Ticket Issue Date To
- Time Validity
- Product
- Registered
PAYG purchased at a station:
- Security answer
- Value added
- Station Name
- From Date
- To Date
- Time Validity (not for PAYG)
- Registered

Business Objects report will only show a transaction at a Ticket Stop if the card and product were purchased there together.

Using "%" before or after search term will return all results that follow the initial search term whatever is before or after the "%"

Ticket Stop purchases may not show in Business Objects Reports.
Using "%" before or after search term will return all results that follow the initial search term whatever is before or after the "%"

12. Amount paid may not correspond to Oyster purchases if other goods were purchased in the same transaction. Escalate to manager to decide if lost and stolen process replacement / refund process should be followed.

3. Document Approvals

Name	Title	Signature	Date
Evren Altinok	Business Support Manager		10 Jun 2015

Process – A3.6 Interim Refunds

0. Document Control

0.1 Document Summary

Ver	Date	Author	Changes since previous issue
0.1	Feb 2015	William Cheke	First draft

0.2 File Name & Location

DocumeT:\6000 Future Ticketing Products\6100 Future Ticketing Programme\6170 Business Design\61725 CCO Sourcing\Contract 1 - JourneyCall\1 Work in progress\Lost and Stolen Fulfilmentnt7

0.3 Reference Documents

Ref.	Name	File location
RD1	Adult Card Telesales and Fulfilment for Batch 1	\\Onelondon.tfl.local\shared\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Fulfilment\Adult (including Lost and Stolen)

0.4 Document roles

Role	Name	Title
Author	William Cheke	Business Analyst
Owner	Evren Altinok	Business Support Manager

1. Process definition

Process name	Interim Refunds
Group	Adult Card Telesales and Fulfilment for Batch 1
Description	The process for handling interim refund requests for lost or stolen Oyster cards
Activities	• Receive Interim request from customer via letter or email (lost and stolen inbound correspondence) and check information received. • Determine and review if information is for either Crime Report or Oyster card lost in streets. • If Crime Report is enclosed, check that interims are enclosed, calculate according to Refund Policy and refund via Opus. Where interims are not enclosed contact customer and advise them to send them in for refund consideration. Update notes via SAP CRM and close case. • For interims for lost cards, determine if replacement has taken longer than 5 days from the date of loss reported to TfL. Where it has taken less than 5 days, advise the customer that no refund is due as we have met our service level agreement. Update notes on Service Ticket. • Where it has taken more than 5 days to issue a replacement, refund according to refund policy via OPUS.
SAP CRM reason codes	• Refunds – Interim – Interim Ticket Policy
Notes	

2.   Process Map

Lost and Stolen Interim Refunds

CSA	Notes

CSA column flow:

1. Receive interim refund request via letter or email from customer

(Start)

2. Additional information received

— Stolen → 3. Review Crime Report/Victim Care Card
— Lost → 7. Review Property Lost in Streets Report/Interims

4. Details of evidence of Interims included?
— Yes → 11. Calculate refund according to Refunds Policy [OPUS]
— No → 5. Advise the customer to send them in to us for refund consideration → 6. Update Service Ticket notes and close [SAP CRM] → (End)

8. Has replacement taken longer than 5 days from date of loss report to be issued?
— Yes → 11. Calculate refund according to Refunds Policy [OPUS]
— No → 9. Advise the customer that there is no refund due as we have met our Service Level Agreement → 10.. Update Service Ticket notes and close [SAP CRM] → (End)

11. Calculate refund according to Refunds Policy [OPUS]
12. Search for on line account [OPUS]
13. Does on line Oyster account exist?
— No → 14. Create on line account from Oyster card number [OPUS]
— Yes → 15. Open account and check customer details are correct and amend if necessary [OPUS]

14. Create on line account from Oyster card number [OPUS] → 15. Open account and check customer details are correct and amend if necessary [OPUS]

16. Follow relevant scenario and enter required calculated amounts [OPUS]
17. Send correspondence to the customer advising that a refund has been processed [SAP CRM]

Notes column:

1. Oyster card must have been replaced, the request for an interim refund received within 28 days of the new card being received and there must be a valid season ticket on the card – there are no interim refunds available for cards with only PAYG.

8. If a card took more than 5 days from the date the Oyster card number was located to the date the new card was issued then the customer is due an interim refund.

In order to establish the number of days taken the history needs to be looked at. If there were delays or advanced searches required (i.e. Not handled in one telephone call), there will be a Service Ticket created in SAP CRM detailing what happened.

There may be instances where the Oyster card number was not located for some time due to an error caused by TfL, e.g. an issue with the customer's data in the system, that prevented it from being found. In these instances, the date the card was reported lost should be used rather than the date the number was located.

Author: William Cheke
Version: v01
Date: 18/02/15

KEY
○ Start   ▭ Task   ◇ Decision
▭▭ Process   ○

3.   Document Approvals

Name	Title	Signature	Date
Evren Altinok	Business Support Manager		10 Jun 2015

Process – A4.01 New Card

0. Document Control

0.1 Document Summary

Ver	Date	Author	Changes since previous issue
0.1	Mar 2015	William Cheke	First draft
0.2	Mar 2015	William Cheke	Amendments following visit to Journeycall

0.2 File Name & Location

DocumT:\6000 Future Ticketing Products\6100 Future Ticketing Programme\6170 Business Design\61725 CCO Sourcing\Contract 1 - JourneyCall\1 Work in progress\Lost and Stolen Fulfilmentent7

0.3 Reference Documents

Ref.	Name	File location
RD1	Adult Card Telesales and Fulfilment for Batch 1	\\Onelondon.tfl.local\shared\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Fulfilment\Adult (including Lost and Stolen)

0.4 Document roles

Role	Name	Title
Author	William Cheke	Business Analyst
Owner	Evren Altinok	Business Support Manager

1. Process definition

Process name	New Card
Group	Adult Card Telesales and Fulfilment for Batch 1
Description	Customers contacting TfL to purchase an Oyster card will need to have their cards protected online before being able to add a product. The sales team will do this on behalf of the customer and provide them with an Order number. The Oyster card is then dispatched by post to the address of the registered customer.
Activities	- Customer comes through the IVR via the sales option. - Determine if customer is a new or existing customer and follow the relevant ID&V process - Log onto OPUS and create an online account for customer if there isn't one already in existence. - Select travel products i.e. PAYG, Travelcard or Bus & Tram pass - Register Oyster card on customers behalf and enter security question and answer in relevant fields. - Confirm delivery address and take down payment details and ask customer to accept TfL terms and conditions - Select 'Buy now' and give customer Order number as confirmation of purchase.
SAP CRM reason codes	Oyster Website - Online Purchase - How To
Notes	

Transport for London
Customer Experience

CCO Sourcing – Contract A

28 August 2015

2.   Process Map

Adult Oyster Telesales Process – New Card

Telesales CSA	Notes

Receive Oyster telesales call

1. Answer call in line with Oyster call script

2. Oyster Sales Service displayed to CSA

3. Log into OPUS using secure username and password [OPUS]

04. New customer?

Yes → 5. Search for online account [OPUS]

No → 13. Go to process Adult Oyster Telesales Existing Customer step

6. Found?

No → 7. Create online account for customer [OPUS]

8. Enter customer's details in appropriate fields then select "register" to complete set-up [OPUS]

9. Log into online account as customer [OPUS]

10. Select "Get New Card" [OPUS]

Yes → 11. Confirm customer's contact details then open their account [OPUS]

12. Confirm customer's security answer before proceeding [OPUS]

14. Select travel products required by customer then press continue [OPUS]

15. Enter PAYG amount, start date for bus/tram pass and/or travelcard plus zones then press continue [OPUS]

16. Confirm order amount with customer including £5 deposit; ensure delivery options are selected [OPUS]

17. Confirm with customer if they would like Oyster card First Class or Registered. [OPUS]

18. Register Oyster card on customer's behalf [OPUS]

19. Enter customer's security question and answer into appropriate fields [OPUS]

20. Confirm with customer that delivery address is the same as billing address

21. Pause recording of call before taking payment card details

22. Take payment card details ensuring call recording is paused

23. Resume call recording

24. Ask customer to accept TfL terms and conditions; tick check box [OPUS]

25. Select "Buy now" to process payment [OPUS]

26. Once payment has been accepted, order number confirmation to be provided to customer [OPUS]

27. Create service ticket and update notes. [SAP CRM]

End call in line with Oyster call script

Notes

1, 2. In response to customer questions about products, agents should provide product information and prices using the Ticketing Application as the source; identify products that best suit customers' needs; advise customers (as required) on card terms, conditions, the way cards are used and supporting services; agents should log, where possible - resolve and otherwise pass on to TfL, any customer complaints and commendations

8. Mandatory fields must be completed

11. Click on customer's name to open online account in OPUS

12. Once security answers are confirmed agents may advise customers about information held on them in their customer account; on order status, order cancellation status and order history; information held about them on their cards; about the products on any of their Oyster cards; and about their travel history recorded on their cards.

14. Product types are that CSA can select are:
PAYG
Travelcard
Annual Bus & Tram Pass

16. First class (free) Special delivery (£5.65)

18. Advise customer that registering will ensure that the Oyster card is protected against loss or theft

20. Enter different delivery address in relevant field if required

22. Payment card details must not be saved

26. Order confirmation will be sent by email if customer has provided email address (should apply to all customer except those for whom white list email was used during creation of online account, indicating that the customer does not wish to use the online account facility in the future).

26. Order joins fulfilment queue

Author: William Cheke
Version: 2.0
Date: 03 March 2015

KEY

Start — Task — Decision

Process — End

3. Document Approvals

Name	Title	Signature	Date
Evren Altinok	Business Support Manager		20 Jun 2015

Process – A4.02 Existing Card

0. Document Control

0.1 Document Summary

Ver	Date	Author	Changes since previous issue
0.1	Mar 2015	William Cheke	First draft
0.2	24 Mar 2015	William Cheke	Amendments following feedback from A. Douglas

0.2 File Name & Location

T:\6000 Future Ticketing Products\6100 Future Ticketing Programme\6170 Business Design\61725 CCO Sourcing\Contract 1 - JourneyCall\1 Work in progress\Lost and Stolen Fulfilment

0.3 Reference Documents

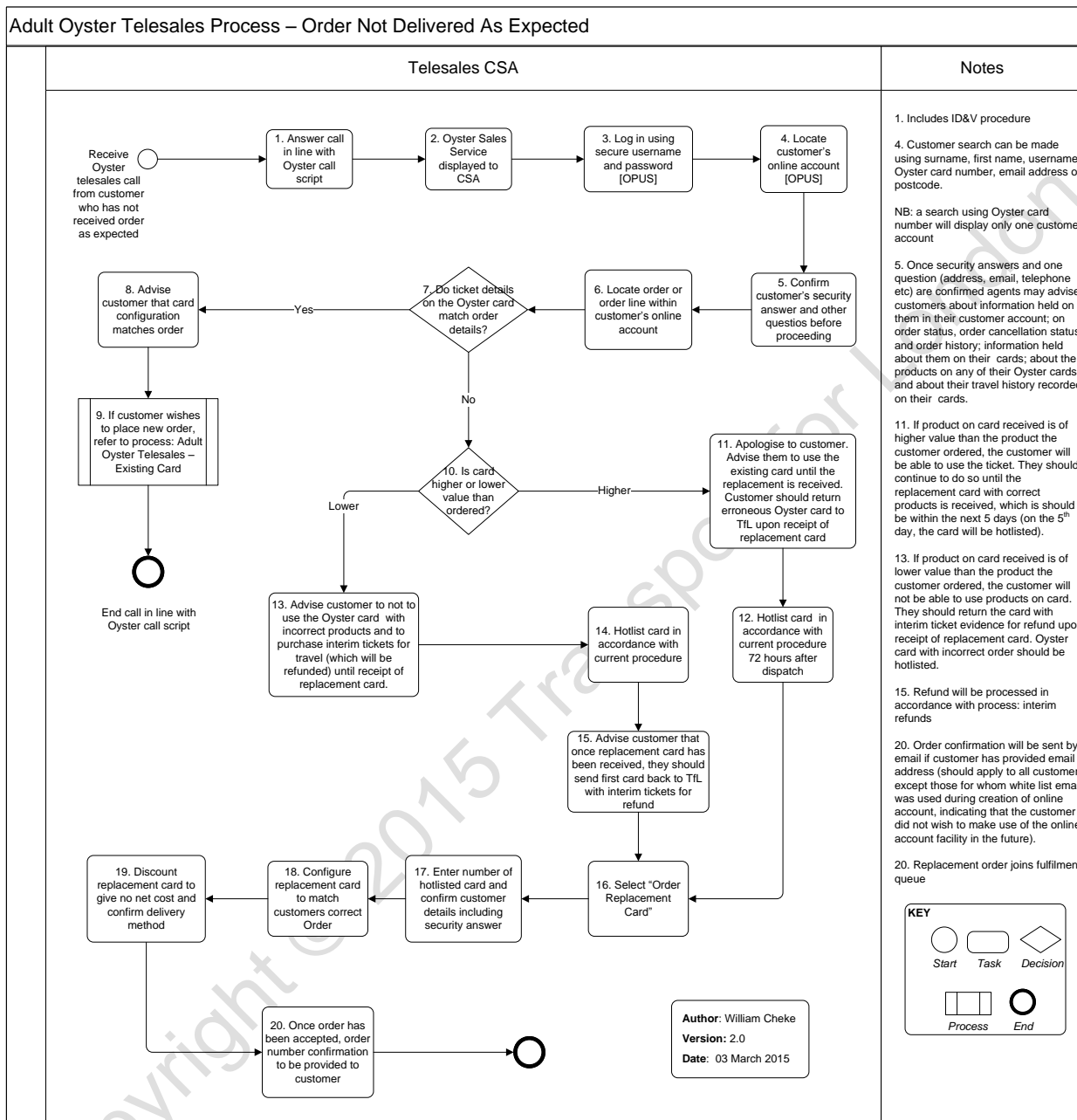| Ref.	Name	File location
RD1	Adult Card Telesales and Fulfilment for Batch 1	\\Onelondon.tfl.local\shared\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Fulfilment\Adult (including Lost and Stolen)

0.4 Document roles

Role	Name	Title
Author	William Cheke	Business Analyst
Owner	Evren Altinok	Business Support Manager

CCO Sourcing – Contract A

1. Process definition

Process name	Existing card
Group	Adult Card Telesales and Fulfilment for Batch 1
Description	The process for selling Oyster products on a card already held by a customer
Activities	• Customer comes through the IVR via the sales option. • Determine if customer is a new or existing customer and follow the relevant ID&V process • If customer fails ID&V process end call in line with Oyster script • Log onto OPUS and create an online account for customer if there isn't one already in existence. • Where customer is unregistered, protect Oyster card on customers behalf and enter security question and answer in relevant fields. • Select travel products and advise that only PAYG, Weekly, Monthly and Annual season tickets can be purchased. (No Bus & Tram purchases) • Explain to customer how the pick up process works and ask them to nominate a station from where they will pick the product on their card at the start of their journey. • Take payment details from the customer • Select 'Buy now' and give customer Order number as confirmation of purchase.
SAP CRM reason codes	Website - Online Purchase - How To
Notes	

2.   Process Map

Adult Oyster Telesales Process – Existing Card

Telesales CSA	Notes

KEY

○ Start   ▭ Task   ◇ Decision

▭ Process   ◯ End

Receive Oyster telesales call

1. Answer call in line with Oyster call script

2. Oyster Sales Service displayed to CSA [OPUS]

3. Log in to OPUS using secure username and password [OPUS]

5. Open accounts tab and search for customer [OPUS]

6. Account found in OPUS? — No → 7. Select "Create Account from Card" tab [OPUS] → 8. Enter customer's Oyster card number [OPUS]

Yes → 10. Confirm customer's contact details then open their account. [OPUS]

9. Confirm customer's security answer and other ID&V questions before proceeding [OPUS]

Author: William Cheke
Version: 2.0
Date: 06 May 2015

11. Security answer confirmed? — No → 12. Advise customer of security failure → 13. Carry out secondary ID&V checks in accordance with current procedure → 14. Secondary checks passed? — No → 15. End call in line with Oyster call script → ◯

Yes (14) → (to 16)

Yes (11) → 16. Is card registered? — Yes → 17. If card is registered, security answer and customer details will populate screen

No → 18. Advise customer that PAYG, weekly, monthly and annual Travelcards can be purchased once Oyster card is registered online

19. Select "My Card" tab [OPUS]

20. Confirm PAYG account balance on Oyster card with customer [OPUS]

21. Click on "Add/Renew/Top Up" option beneath Oyster card number [OPUS]

22. Select ticket type: PAYG, Travelcard or Bus & Tram Pass [OPUS]

23. Select products required by customer from dropdown to place them in shopping basket [OPUS]

24. From "Shopping Basket", confirm details of order and "add more items" if required [OPUS]

25. Once all order details have been added to "Shopping basket", select "Continue" [OPUS]

26. From "Collect Your Purchase" screen, select customer's nominated station then continue to payment [OPUS]

27. Advise customer of details for collecting products from nominated station [OPUS]

28. Pause recording of call before taking payment card details

29. Enter payment card details in Opus ensuring call recording is paused [OPUS]

30. Resume call recording

31. Ask customer to accept TfL terms and conditions; tick check box [OPUS]

32. Select "Buy now" to process payment [OPUS]

33. Once payment has been accepted, order number confirmation to be provided to customer

End call in line with Oyster call script

Notes:

2. In response to customer questions about products, agents should provide product information and prices using the Ticketing Application as the source; identify products that best suit customers' needs; advise customers (as required) on card terms, conditions, the way cards are used and supporting services; agents should log, where possible - resolve and otherwise pass on to TfL, any customer complaints and commendations

5. Customer search can be made using surname, first name, username, Oyster card number, email address or postcode. NB: a search using Oyster card number will display only one customer account

7. This options applies to customers who have not previously created an online account (or had one created for them)

9, 10. Once security answers and one other questions (name, phone number, journey history or email) are confirmed agents may advise customers about information held on them in their customer account; on order status, order cancellation status and order history; information held about them on their cards; about the products on any of their Oyster cards; and about their travel history recorded on their cards.

10.NB Customers now need to confirm one journey made on their Oyster card before an Oyster card can be protected online.

If the account holds more than one existing Oyster card, these should be reviewed with the customer and one should be selected to host the products they wish to order.

17. Additional existing Oyster cards can be associated to the online account (or cards disassociated) at this stage. Customers account details can be amemded.

17. Cards must be registered online to purchase Monthly or Annual season tickets (except for purchase of monthly travelcard at POM after launch of FftFS).

18. Advise that under FftFS, monthly Travelcards can be purchased at POMs using cards that have not been registered

20. Account balance can be viewed from "Card Overview" section

26. For travelcards, the nominated station must be within the purchased zones

29. Customer to be informed that products will not be available to collect from nominated station until the next day. Pick-up windows are as follows:
• PAYG is open for collection for 8 days after purchase (there must be PAYG remaining on the card for collection to be successful – any negative balance must be cleared at a POM, Oyster Ticket Stop or ticket office beforehand).
• Travelcards are open for collection for 3 days after purchase

27. Products that are not collected within the pick-up Windows will be automatically refunded to the customer's payment card

33. Order confirmation will be sent by email if customer has provided email address (should apply to all customer except those for whom white list email was used during creation of online account, indicating that the customer did not wish to make use of the online account facility in the future).

3. Document Approvals

Name	Title	Signature	Date
Evren Altinok	Business Support Manager		10 Jun 2015

Process – A4.03 Cancel / Amend Order

0.   Document Control

0.1   Document Summary

Ver	Date	Author	Changes since previous issue
0.1	Mar 2015	William Cheke	First draft

0.2   File Name & Location

T:\6000 Future Ticketing Products\6100 Future Ticketing Programme\6170 Business Design\61725 CCO Sourcing\Contract 1 - JourneyCall\1 Work in progress\Lost and Stolen Fulfilment

0.3   Reference Documents

Ref.	Name	File location
RD1	Adult Card Telesales and Fulfilment for Batch 1	\\Onelondon.tfl.local\shared\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Fulfilment\Adult (including Lost and Stolen)

0.4   Document roles

Role	Name	Title
Author	William Cheke	Business Analyst
Owner	Evren Altinok	Business Support Manager

1. Process definition

Process name	Cancel or Amend Order
Group	Adult Card Telesales and Fulfilment for Batch 1
Description	The process for when a customer calls up to amend or cancel an existing order
Activities	• Log into the online customer's account using the current customer authentication process • Review with the customer any unfulfilled orders and order lines and select one with status 'Fulfilment Pending' or 'Upload Pending'. • If the order has already been cancelled inform the customer. • If the order line status is 'Closed' or 'Fulfilled' or 'Awaiting Transfer to nominated station' advise the customer to await the delivery of the order and then to contact TfL. • Record the customer's reason for the cancellation or amendment in the ticketing application. • If the reason for cancellation was fraud, select 'Cancel without refund'. • Cancel or modify the order taking payment, or making a refund as required. • Advice the customer that the cancellation/amendment has been carried out and that they will be refunded within 48 hours.
SAP CRM reason codes	Not Applicable/Not logged on SAP
Notes	

2. Process Map

Adult Oyster Telesales Process – Cancel/Amend Order (or Order Line)

Telesales CSA	Notes

Receive Oyster telesales call from customer wishing to cancel or amend order

1. Answer call in line with Oyster call script

2. Oyster Sales Service displayed to CSA

3. Log in to Opus using secure username and password [OPUS]

4. Locate customer's online account [OPUS]

5. Confirm customer's security answer before proceeding [OPUS]

6. Locate order or order line within customer's online account [OPUS]

7. Is order or line status "fulfilment pending" or "upload pending"? [OPUS] — Yes / No

8. Has order already been cancelled? — Yes / No

9. Advise customer that order has already been cancelled and no further action is required

10. Advise customer to await delivery of the order and then contact TfL

11. Does customer wish to cancel or amend? — Cancel / Amend

12. Amend order as required in customer's online account [OPUS]

13. Take additional payment if required and pause call recording whilst payment is taken

14. Order has now been amended. Confirm delivery option and state delivery times (if required)

15. Cancel order in customer's online account [OPUS]

16. Obtain and record reason for cancellation or amendment [OPUS]

17. Was reason quoted as Fraud — No / Yes

18. Process refund in line with standard refund scenario [OPUS]

19. Advise customer that order has now been cancelled and they will receive refund within 2 days

20. Cancel order without refund [OPUS]

End call in line with Oyster call script

KEY
Start · Task · Decision · Process · End

Notes:

1. Includes ID&V procedure

2. In response to customer questions about products, agents should provide product information and prices using the Ticketing Application as the source; identify products that best suit customers' needs; advise customers (as required) on card terms, conditions, the way cards are used and supporting services; agents should log, where possible - resolve and otherwise pass on to TfL, any customer complaints and commendations

4. Customer search can be made using surname, first name, username, Oyster card number, email address or postcode.

NB: a search using Oyster card number will display only one customer account

5. Once security answers are confirmed agents may advise customers about information held on them in their customer account; on order status, order cancellation status and order history; information held about them on their cards; about the products on any of their Oyster cards; and about their travel history recorded on their cards.

8. Order or line status will show "cancelled"

11. Order or line status will show "closed", "fulfilled" or "awaiting transfer to nominated station". Orders in this status cannot be amended or cancelled.

12. Customer to be informed that products will not be available to collect from nominated station until the next day. Pick-up windows are as follows:
- PAYG is open for collection for 8 days after purchase (there must be PAYG remaining on the card for collection to be successful – any negative balance must be cleared at a POM, ticket stop or ticket office beforehand).
- Travelcards are open for collection for 3 days after purchase

12. Products that are not collected within the pick-up windows will be automatically refunded to the customer's payment card

Author: William Cheke
Version: 2.0
Date: 03 March 2015

3. Document Approvals

Name	Title	Signature	Date
Evren Altinok	Business Support Manager		10 Jun 2015

Transport for London
Customer Experience

CCO Sourcing – Contract A

Process – A4.04 Order Not Delivered (New Card)

0. Document Control

0.1 Document Summary

Ver	Date	Author	Changes since previous issue
0.1	Mar 2015	William Cheke	First draft
0.2	Mar 2015	William Cheke	Amendments following visit to Journeycall
0.3	23 Apr 2015	William Cheke	Amendments to process map following feedback from Alison Chree and Ashley Cuthill (Journeycall)

0.2 File Name & Location

DocumeT:\6000 Future Ticketing Products\6100 Future Ticketing Programme\6170 Business Design\61725 CCO Sourcing\Contract 1 - JourneyCall\1 Work in progress\Lost and Stolen Fulfilmentnt7

0.3 Reference Documents

Ref.	Name	File location
RD1	Adult Card Telesales and Fulfilment for Batch 1	\\Onelondon.tfl.local\shared\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Fulfilment\Adult (including Lost and Stolen)

0.4 Document roles

Role	Name	Title
Author	William Cheke	Business Analyst
Owner	Evren Altinok	Business Support Manager

1. Process definition

Process name	Order not delivered (New card)
Group	Adult Card Telesales and Fulfilment for Batch 1
Description	The process for when a customer contacts us for an order of an Oyster card that has not been delivered
Activities	If a customer reports that a card or receipt has not been delivered follow these procedures. • Find the order details in the Ticketing Application. • For receipts, check the payment status and issue a duplicate receipt; otherwise: • For Oyster card check the order has been fulfilled at the TOM as indicated by the status 'Closed' or 'Fulfilled' and that sufficient time has passed to imply the card may have been lost. • Hotlist the card • In the Ticketing Application, select 'Order replacement cards', enter the number of the card hotlisted and confirm the customer details (including the card security Q&A), configure the replacement card identically to the one hotlisted, discount the replacement to give no net cost and offer confirmation by email.
SAP CRM reason codes	Not Applicable/Not logged on SAP
Notes	

2. Process Map

Adult Oyster Telesales Process – Order Not Delivered

3. Document Approvals

Name	Title	Signature	Date
Evren Altinok	Business Support Manager		10 Jun 2015

Process – A4.5 Order Not Delivered As Requested (New Card)

0. Document Control

0.1 Document Summary

Ver	Date	Author	Changes since previous issue
0.1	22 Mar 2015	William Cheke	First draft
0.2	06 May 2015	William Cheke	Amendments following review by Natalie Stouchbury

0.2 File Name & Location

T:\6000 Future Ticketing Products\6100 Future Ticketing Programme\6170 Business Design\61725 CCO Sourcing\Contract 1 - JourneyCall\1 Work in progress\Lost and Stolen Fulfilment

0.3 Reference Documents

Ref.	Name	File location
RD1	Adult Card Telesales and Fulfilment for Batch 1	\\Onelondon.tfl.local\shared\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Fulfilment\Adult (including Lost and Stolen)

0.4 Document roles

Role	Name	Title
Author	William Cheke	Business Analyst
Owner	Evren Altinok	Business Support Manager

CCO Sourcing – Contract A

1. Process definition

Process name	Order not delivered as requested (New card)
Group	Adult Card Telesales and Fulfilment for Batch 1
Description	The process for when a customer contacts us for an order not delivered as expected e.g. Incorrect zones on season ticket of wrong PAYG amount
Activities	If a customer reports that a card has not been delivered with the correct products follow these procedures. • Find the order details in the OPUS and confirm customer security details • Check order details in OPUS and determine if they match. If they match advise customer accordingly. • If the order does not match check with customer and establish if the value they have received is higher or lower than what they ordered. • If higher value advise customer to continue to use the card until a replacement is received in the post. If lower advise the customer not to use the card and but to purchase interims until receipt of replacement card which we will refund. • Hotlist card on the 5th day and advise customer to send back old card. • Configure replacement card with the correct order details and discount replacement card to give no net cost. • Provide new order number to customer as confirmation.
SAP CRM reason codes	Website Content- Oyster online content issue Website Content – incorrect information (web)
Notes	

2.   Process Map

Adult Oyster Telesales Process – Order Not Delivered As Expected

Telesales CSA	Notes

Telesales CSA

Receive Oyster telesales call from customer who has not received order as expected ○

1. Answer call in line with Oyster call script

2. Oyster Sales Service displayed to CSA

3. Log in using secure username and password [OPUS]

4. Locate customer's online account [OPUS]

5. Confirm customer's security answer and other questios before proceeding

6. Locate order or order line within customer's online account

7. Do ticket details on the Oyster card match order details? — Yes → 8. Advise customer that card configuration matches order

8. Advise customer that card configuration matches order

9. If customer wishes to place new order, refer to process: Adult Oyster Telesales – Existing Card

End call in line with Oyster call script ◉

7. No →

10. Is card higher or lower value than ordered? — Higher → 11. Apologise to customer. Advise them to use the existing card until the replacement is received. Customer should return erroneous Oyster card to TfL upon receipt of replacement card.

Lower →

13. Advise customer to not to use the Oyster card with incorrect products and to purchase interim tickets for travel (which will be refunded) until receipt of replacement card.

14. Hotlist card in accordance with current procedure

12. Hotlist card in accordance with current procedure 72 hours after dispatch

15. Advise customer that once replacement card has been received, they should send first card back to TfL with interim tickets for refund

16. Select "Order Replacement Card"

19. Discount replacement card to give no net cost and confirm delivery method

18. Configure replacement card to match customers correct Order

17. Enter number of hotlisted card and confirm customer details including security answer

20. Once order has been accepted, order number confirmation to be provided to customer ◉

Author: William Cheke
Version: 2.0
Date: 03 March 2015

Notes

1. Includes ID&V procedure

4. Customer search can be made using surname, first name, username, Oyster card number, email address or postcode.

NB: a search using Oyster card number will display only one customer account

5. Once security answers and one question (address, email, telephone etc) are confirmed agents may advise customers about information held on them in their customer account; on order status, order cancellation status and order history; information held about them on their cards; about the products on any of their Oyster cards; and about their travel history recorded on their cards.

11. If product on card received is of higher value than the product the customer ordered, the customer will be able to use the ticket. They should continue to do so until the replacement card with correct products is received, which is should be within the next 5 days (on the 5th day, the card will be hotlisted).

13. If product on card received is of lower value than the product the customer ordered, the customer will not be able to use products on card. They should return the card with interim ticket evidence for refund upon receipt of replacement card. Oyster card with incorrect order should be hotlisted.

15. Refund will be processed in accordance with process: interim refunds

20. Order confirmation will be sent by email if customer has provided email address (should apply to all customer except those for whom white list email was used during creation of online account, indicating that the customer did not wish to make use of the online account facility in the future).

20. Replacement order joins fulfilment queue

KEY

○ Start   ▢ Task   ◇ Decision

▭ Process   ◉ End

3. Document Approvals

Name	Title	Signature	Date
Evren Altinok	Business Support		10 Jun 2015

Process – A5.1 Bulk (Corporate) Oyster card orders

0. Document Control

0.1 Document Summary

Ver	Date	Author	Changes since previous issue
0.1	13 Mar 2015	William Cheke	First draft following visit to Journeycall
0.2	24 Mar 2015	William Cheke	Amendments to process map following feedback from Andy Douglas
0.3	23 Apr 2015	William Cheke	Amendments to process map following feedback from Alison Chree and Ashley

0.2 File Name & Location

0.3 Reference Documents

Ref.	Name	File location
RD1	Adult Card Telesales and Fulfilment for Batch 1	\\Onelondon.tfl.local\shared\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Fulfilment\Adult (including Lost and Stolen)

0.4 Document roles
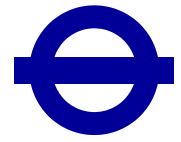
Role	Name	Title
Author	William Cheke	Business Analyst
Owner	Evren Altinok	Business Support Manager

1. Process definition

Process name	Bulk Oyster card order
Group	Adult Card Telesales and Fulfilment for Batch 1
Description	The process to be followed when customers request bulk orders for Oyster cards
Activities	• CSA receives request from customer requesting a bulk order for Oyster cards. • CSA takes down customer details and product details and passes along to fulfilment team • Fulfilment team prepares invoice and emails customers amount expected to pay via BACS or company cheque. • Once payment has been confirmed, Fulfilment team pass payment details to TfL Finance team and await clearance. • Once clearance is confirmed, fulfilment team begins processing bulk order.
Notes	The process is done via the TOM with no reliance on OPUS.

Transport for London
Customer Experience

CCO Sourcing – Contract 1

2. Process map

Bulk Order Card Fufilment

Customer	CSA	Fulfilment CSA	TfL Finance Team	Notes

Customer: Receive correspondence via web form / email / letter (Start)

CSA: 1.Take down details of customer, number of Oyster cards required and email Fulfilment inbox

Fulfilment CSA: 2.Contact customer via email/phone confirming order and send out invoice

Customer: 3.Pay amount via BACS or Cheque.

Fulfilment CSA: 4.Pass Cheque/BACS details to Finance team and await clearance

TfL Finance Team: 5.Payment received and cleared? (Decision) — No / Yes

TfL Finance Team: 6. Notify of failed payment

Fulfilment CSA: 7. Contact customer and advise of failed payment (End)

TfL Finance Team: 8. Notify of cleared payment

Fulfilment CSA: 9. Begin processing order

Fulfilment CSA: 10. Place blank card Oyster card on yellow card encoder [TOM]

Fulfilment CSA: 11. Add customer password to the card [TOM]

Fulfilment CSA: 12. Enter products to be loaded onto cards as stated in customers order [TOM]

Fulfilment CSA: 13.Include Deposit amount for each card [TOM]

Fulfilment CSA: 14. Enter amount to be tendered [TOM]

Fulfilment CSA: 15. Select method of payment Bacs/ Cheque [TOM]

Fulfilment CSA: 16. Confirm Order by pressing tender [TOM]

Fulfilment CSA: 17. Remove Oyster card from yellow card encoder [TOM]

Fulfilment CSA: 18. Receipt printed automatically from printer, retain to include Oyster cards

Fulfilment CSA: 19. Repeat until order is complete

Fulfilment CSA: 20.Place envelope in mail-out location for random checking, franking and postage according to standard process

Fulfilment CSA: 21. Place Oyster cards, receipts and relevant TfL enclosure in envelope. Stick address label on envelope. Do not seal envelopes (End)

Notes:

1.Bulk Orders are classed as requests for 10 or more Oyster cards

Customer may choose to call or email directly

2.Invoice to be paid by Company cheque/Bank Transfer/BACs

10. Place Oyster cards in protective wallets at this stage

11. Password would have been prearranged during initial order and can be changed via Oyster online

12.Products include PAYG and Travelcards but not ATU which requires an Oyster online account. Customers need to set this up for themselves

14.Agent must press tender then enter amount, then press tender again.

20.Choose Special delivery as method for Bulk Oyster card orders

Author: William Cheke
Version: v0.2
Date: 24/03/15

KEY
Start | Task | Decision
Process | End

3. Document Approvals

Name	Title	Signature	Date
Evren Altinok	Business Support Manager		10 Jun 2015

Process – A6.01 Telephone Identification, verification and Logging Adult Oyster related calls

0. Document Control

0.1 Document Summary

Ver	Date	Author	Changes since previous issue
0.1	03 March 2015	William Cheke	First draft
0.2	28 May 2015	William Cheke	Amendments to process map

0.2 File Name & Location

T:\6000 Future Ticketing Products\6100 Future Ticketing Programme\6170 Business Design\61725 CCO Sourcing\Contract 1 - JourneyCall\1 Work in progress

0.3 Reference Documents

Ref.	Name	File location
RD1	Processes Documentation for all processes in scope for Batch 1	\\cisvfl008\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Full Process Documentation for Batch 1.docx

0.4 Document roles

Role	Name	Title
Author	William Cheke	Business Analyst
Owner	Evren Altinok	Business Support Manager

1. Process definition

Process name	Telephone ID&V Process
Group	B1 Oyster Telephony
Description	This process details the security questions that agents need to ask if they are contacted by a customer requesting for personal information in relation to their Oyster card. It details whether the customer has passed ID&V (Identification and Verification) and what level of information can be disclosed to a customer based on ID&V rules and how / when a Service Ticket is created in SAP CRM
Activities	• Customer comes through via the IVR • Oyster card number taken from customer and checked via GUI to see if card is registered. • Where the card is registered CSA must confirm full name, security answer and one secondary answer from customer. • Where customer cannot recall their security answer, CSA must ask customer to answer any 3 secondary questions. • Where customer fails at ID&V stage than the call will be treated as unregistered and only generic information should be provided. • Where customer fails ID&V, they may be required to send in one form of identity verification and one form of address verification along with a covering letter.
SAP CRM reason codes	N/A - Will be based on the subject matter of the call.

2. Process map

Telephone Identification, verification and Logging Adult Oyster related calls	
Agent	**Notes**

Process flow (Agent column):

- Customer required to undergo ID&V process → 1. Ask customer for Oyster card number → 2. Open and Check in GUI if Oyster card is Registered? [GUI]
- Yes → 3. Ask customer Primary Questions (Full Name and Security Answer) and one Secondary question i.e.Address, Email, Contact nuumber
- 4. Security Answer in GUI matches answer given by customer?
  - No → 5.Ask customer to confirm name and any 3 secondary questions → 7.Secondary questions correct?
    - Yes → 6.Proceed with enquiry and follow relevant process
    - No → 8.Advise customer that card will be treated as unregistered and only general information can be disclosed.
  - Yes → 6.Proceed with enquiry and follow relevant process
- → 9. Search for Business Partner [SAP CRM] → 10. Business Partner found?
  - Yes → 12. Select Business Partner [SAP CRM]
  - No → 11. Create Business Partner [SAP CRM]
- → 13. Begin creating a new Service Ticket from Business Partner [SAP CRM] → End

Notes:

3. If customer requires a prompt for their security answer, agents can advise the customer of the category the security answer falls into (e.g. Mother's maiden name, memorable date, memorable place). All other prompts and hints are prohibited.

3, 7. Secondary ID&V: the customer must give three correct answers to any three secondary questions (by telephone, letter, email fax or any other form of correspondence). Prompts should only be given for questions to which TfL has the answer recorded on the system. The questions are:

Secondary questions include
- Contact Telephone number
- Journey history (2 journeys minimum separated by at least 3 days
- Purchase location
- Last 4 digits of debit/credit card
- Email address
- TfL reference number
- Most recent product held
- First line of address and postcode

8. If a customer fails secondary ID&V and requires specific information regarding the Oyster card , they must send one form of identity verification and one form of address verification (with their name visible on both) along with a covering letter, to TfL Customer Services at 14 Pier Walk, London SE10 0ES.

Details of the registered card owner must not be disclosed to the customer

13. The following Service Ticket fields should be completed:
Overview:
- Description:
- Type:
- Area: *Oyster*
- Reason 1:
- Reason 2:
- Reason 3:

Author: William Cheke
Version: v0.1
Date: 25/02/15

KEY

- ◯ Start
- ▭ Task
- ◇ Decision
- ▽ Off page Process
- ◯ End

3.   Primary and secondary questions

The table below lists the information that customers must confirm when calling making an enquiry on their registered Oyster card

Adult Oyster card holders	
Level	**Rule**
Primary questions	Security Answer (Mandatory and Card holders Full Name (mandatory)
Secondary questions	• Contact telephone number • Journey history (confirm 2 journeys minimum, separated by at least 3 days) • Purchase location for most recent product and payment method • Last 4 digits of debit/credit card number (if applicable • Email address • TfL reference number (case letter reference, service Ticket number) • Most recent product held • First line of address and postcode

4.   Document Approvals

Name	Title	Signature	Date
Evren Altinok	Business Support Manager		10 Jun 2015

Process – B1.01 Entry / Exit

0. Document Control

0.1 Document Summary

Ver	Date	Author	Changes since previous issue
0.1	05 Feb 2015	Etisyai Ince	First draft
0.2	20 Feb 2015	William Cheke	Amendments to process map
0.3	16 Mar 2015	William Cheke	Amendments following feedback from Natalie Stouchbury

0.2 File Name & Location

T:\6000 Future Ticketing Products\6100 Future Ticketing Programme\6170 Business Design\61725 CCO Sourcing\Contract 1 - JourneyCall\1 Work in progress

0.3 Reference Documents

Ref.	Name	File location
RD1	Processes Documentation for all processes in scope for Batch 1	\\cisvfl008\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Full Process Documentation for Batch 1.docx
RD2	Ticketing Calls (T1, T4, T6, T7, T8) - Processes for Batch 1	\\cisvfl008\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Ticketing\Ticketing Calls For BAU\Ticketing Calls for Batch 1.docx

0.4 Document roles

Role	Name	Title
Author	William Cheke	Business Analyst
Owner	Evren Altinok	Business Support Manager

1.   Process definition

Process name	Entry/Exit
Group	B1 Oyster Telephony
Description	TfL will refund customers that have been overcharged by the system when using Oyster Pay-As-You-Go (PAYG). This normally happens when a PAYG customer incurs a maximum fare charge due to an "incomplete journey" because they did not correctly tap their Oyster card at an entry or exit validation point during their journey. TfL undertakes to refund these overcharges wherever possible, either through automatic refunds based on customers' regular journey patterns, self-serve refunds that customers can apply for using their online accounts, or in response to customers making contact about incorrect charges. "Entry-Exit" is the process followed by telephone agents when refunding customers who have been charged the maximum fare for a journey or who have an unresolved incomplete journey. The refund is normally applied as an Ad Hoc Load to the customer's Oyster card, which can be picked up by tapping the reader at the customer's nominated station.
Activities	1. Receive call from an Oyster card holder stating that they have been incorrectly charged PAYG. 2. Establish whether the Oyster card is registered and/or protected. If Oyster card is not registered and/or protected, the customer must confirm the details of the specific journey they wish to making a claim for. Agent should advise the customer that the refund query will be investigated but no other journey details or specific information can be disclosed. Any refund due can only be made by ad hoc load; if customer wants specific information, they must register/protect their Oyster card. Continue by refunding as unregistered card, from standard refund process below (bullet point 7). 3. For registered/protected Oyster cards, carry out current ID&V process to verify caller. 4. Search for existing Business Partner in SAP-CRM; if found, press "Confirm". 5. If no record for the customer is found, create new Business Partner by asking the customer to provide the following details: title, name, address including postcode, phone number, email and Oyster card number (if relevant); 6. Create Service Ticket; 7. Enter Entry-Exit into "Description" field; 8. Chose "complaint", "enquiry" or other that is relevant from drop-down list of contact types; 9. Choose Oyster from drop-down list of areas; 10. Select PAYG Charge Queries for reason 1, select relevant mode from 2 drop down list and select relevant scenario from reason 3 drop-down list; 11. Populate any relevant additional fields including Oyster card number; 12. Check for any previous refunds related to the journey in SAP-CRM and OPUS to ensure no duplicate payments are issued. If found, advise customer accordingly. 13. View Oyster card journey history in OCTAgone to check whether a refund is due. 14. If a refund is due, check OPUS to ascertain if a Self-Service Refund was generated for the journey in question. If a Self-Service Refund was generated: 15. If it has not been processed, request and enter station for customer to collect refund and re-send. 16. If it has been processed, check that amount was correct using OXNR and advise the customer. If the amount appears correct and the customer disputes it, escalate in accordance with current process.

	17. If the amount is incorrect, an additional refund should be made to correct this via OPUS (using standard entry/exit refund process below).
	18. If no Self-Service Refund was generated, view journey history in OCTAgone to ascertain if an Auto Refund was generated for the journey in question. If an Auto Refund was generated:
	19. If it has been picked up, advise the customer where and when.
	20. If it has not been picked up, advise the customer where to pick it up and how long the pick-up window is for; or if the pick-up window has closed, continue from standard entry/exit refund process below.
	21. Standard entry/exit refund process: if there was no Auto-Refund or Self-Serve Refund and a refund is due (i.e. there is a valid incomplete journey that has not already been refunded), process the refund in OPUS:
	22. Search for customer's online account in OPUS. If there is no online account, advise customer that they can only be refunded by ad hoc load without an online account. If customer agrees, create an online account and read out the data protection statement.
	23. Calculate the refund amount using OXNR and journey history in OCTAgone.
	24. Refund using Entry / Exit scenario in OPUS and enter Service Ticket number. Enter amount and select refund method chosen by customer – ad hoc load, WAC or BACS. If customer has not opted to create an online account, refund as ad hoc load and process refund as an unregistered card using the "refund to card" function.
	25. If there was no Auto-Refund or Self-Serve Refund and a refund is not due, advise the customer accordingly.
	26. Record all details in SAP-CRM Service Ticket including refund order number from OPUS. Change Service Ticket status in SAP-CRM to complete and press end.
	27.
SAP CRM reason codes	• PAYG Charges – All Modes – Customer Error • PAYG Charges – All Modes – Same Station Exit • PAYG Charges – All Modes – Service Disruption • PAYG Charges – All Modes – Open Gateline • PAYG Charges – All Modes –Incorrect Validator Used • PAYG Charges – All Modes – Misinformation Staff • PAYG Charges – All Modes – Validator Technical Issue • PAYG Charges – All Modes – Correct Charge Customer Advised • Website – Self Service Refunds – How To • Website – Self Service Refunds – Customer Cannot Complete
Notes	

2. Process map

Adult Oyster Entry/Exit – Telephony

Notes

6. Fields required for Business Partner creation:
- Title (choose from drop-down)
- First Name
- Last Name
- Business Partner Category (choose from drop-down)
- Address/Postcode
- Phone Number
- Email

Agents must obtain data from customer during phone call to populate all required fields.

7, 28. Field data required for Service Ticket:
Overview:
Description: Entry/Exit
Type: Enquiry
Area: Oyster
Reason 1: PAYG Charge Queries
Reason 2: Enter Relevant Mode
Reason 3: Choose from:
- Customer Error
- Same Station Exit
- Service Disruption
- Open Gateline
- Incorrect Validator Used
- Misinformation - Staff
- Validator Technical Issue
- Correct Charge – Customer Advised

Notes: Optional
Additional Fields:
Security Answer (if supplied)
Oyster Card number (if supplied)

8. Full journey history is not available until day following day of travel

9. If customer disputes this, handle as an escalation in accordance with current procedure. Customer can be send a journey history statement to clarify any issues.

9. At this point, agents should also check for previous refund/product replacement in SAP-CRM to ensure that there is no duplication. If found, advise customer that no further refund is due

13. If SSR amount was incorrect, an additional refund should be made via OPUS to correct this.

18. Before ending call, explain how refund works to customer, what caused the issue, how to prevent it in future and ad hoc refund timeframe, if necessary

21, 25. Use Entry/Exit scenario in OPUS, entering service ticket number generated by SAP-CRM and selecting method for refund (ad hoc load, WAC or BACS). Refund amount is calculated using OXNR.

22. If customer does not wish to have an online account and/or card is not registered/protected, refund can be via ad hoc load only and should be processed using "refund to card" function in OPUS.

24. Refund method can be ad hoc load, WAC or BACS.

27. If customer wants specific information, they must register/protect their card

Author: William Cheke
Version: v1.0
Date: 20/2/15

3. Document Approvals

Name	Title	Signature	Date
Evren Altinok	Business Support Manager		10 Jun 2015

Process – B1.02 Season Ticket Left at Home

0. Document Control

0.1   Document Summary

Ver	Date	Author	Changes since previous issue
0.1	05 Feb 2015	Etisyai Ince	First draft
0.2	16 Mar 2015	William Cheke	Amendments following feedback from Natalie Stouchbury

0.2   File Name & Location

Docum T:\6000 Future Ticketing Products\6100 Future Ticketing Programme\6170 Business Design\61725 CCO Sourcing\Contract 1 - JourneyCall\1 Work in progressent3

0.3   Reference Documents

Ref.	Name	File location
RD1	Processes Documentation for all processes in scope for Batch 1	\\cisvfl008\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Full Process Documentation for Batch 1.docx
RD2	Ticketing Calls (T1, T4, T6, T7, T8) - Processes for Batch 1	\\cisvfl008\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Ticketing\Ticketing Calls For BAU\Ticketing Calls for Batch 1.docx

0.4   Document roles

Role	Name	Title
Author	William Cheke	Business Analyst
Owner	Evren Altinok	Business Support Manager

1. Process definition

Process name	Season Ticket Left at Home
Group	B1 Oyster Telephony
Description	• TfL allows its customers to claim 2 refunds in each rolling 12 month calendar year for occasions where they have mislaid their season ticket or left it at home, and had to purchase another ticket or tickets to cover their travel for that day. This is called a Season Ticket Left At Home (STLAH) refund. Most STLAH refunds require the customer to send in their interim ticket evidence to TfL customer services by post and therefore can only be processed via the correspondence channel. However, if the customer holds their season ticket on Oyster and purchased their interim travel using PAYG Oyster on a separate Oyster card, the refund is processed whilst the customer is on the phone. This is also applies to customers who wish to claim interims via their CPC. If the CPC is registered, they can provide their email address (or other contact details) in order for us to calculate how much they've spent on interims. If not, they'll have to give us a call with their CPC handy using FTP options and we'll be able to review how much they've spent on interims
Activities	• Receive call from holder of a season ticket on an Oyster card wishing to claim a refund for season ticket left at home.
	• To receive STLAH refund, following criteria must be met:
	• Claims over £10 must be made within 28 days. However, if claim is outside the 28 day deadline, discretion can be exercised as to whether a refund is paid, dependent upon evidence presented. (If outside 28 day deadline, agent should check in OPUS and/or SAP-CRM whether customer has already received a refund within the 28 day period)
	• All claims under £10 can be paid;
	• Season Ticket must not have been used on the day (s) claimed for (NB: TfL travel day is defined from 04:30 to 04:29 the following morning).
	• Only 2 STLAH refunds will be paid in rolling 12 month period;
	• STLAH refund can be given to all holders of season tickets purchased from TfL and holders of season tickets purchased from National Rail on Oyster if the interim tickets were purchased from TfL. STLAH refund is not available to holders National Rail paper season ticket holders or National Rail Oyster season tickets if the interim tickets were purchased from National Rail. (Customers should be advised to contact National Rail for any enquiries about refunds on National Rail season tickets).
	• Interim tickets must be provided as evidence (unless a PAYG Oyster card or CPC was used, in which case the Oyster card number or token ID is required as evidence). This can be either the original tickets sent by post or scanned copies of the tickets sent by email.
	• Ascertain whether the customer holds a TfL season ticket on Oyster and if yes, ask whether they used a different PAYG Oyster card for their interim travel. If yes, the journey history can be consulted in OCTAgone and can be used to decide if the customer is eligible for a STLAH refund. In this case, the customer will not need to provide physical interim ticket evidence and the refund can be processed whilst the customer is on the phone using standard process for STLAH on Oyster below:
	a) ID&V customer in accordance with current procedure;
	b) Check in OCTAgone that the customer's season ticket was not used on the

day/days claimed. If it was, advise customer that no refund can be paid for those journeys. Consult journey history for the PAYG Oyster card in OCTAgone and ensure travel was made on the day(s) claimed using the PAYG Oyster card given by the customer.

c) Check in OPUS that the customer has not already exceeded the maximum permitted 2 refunds per rolling calendar year for Season ticket left at home. If 2 refunds have already been paid in the rolling calendar year, advise customer that no further refund can be paid. Agents should also check for previous Service Tickets related to STLAH in SAP CRM, as a refund in OPUS may not have been processed under the correct scenario.

d) If the above criteria are met and customer is eligible for refund, create a Service Ticket in SAP-CRM.

e) Search for existing Business Partner in SAP-CRM; if found, press "Confirm".

f) If no record for the customer is found, create new Business Partner by asking the customer to provide the following details: title, name, address including postcode, phone number, email and Oyster card number (if relevant);

g) Create Service Ticket;

h) Enter STLAH into "Description" field;

i) Chose "complaint", "enquiry" or other most relevant from drop-down list of contact types;

j) Choose Oyster from drop-down list of areas;

k) Select Refunds from reasons 1 drop down list, select Interim from reason 2 drop-down list and select Season Ticket Left At Home from reason 3 list;

l) Populate any relevant additional fields including Oyster card number where relevant;

m) Search for customer's online account. If not found, create an online account for the customer and read out the data protection statement (online account is required for this refund type).

n) Process refund using STLAH scenario in OPUS: enter Service Ticket number and select refund method chosen by customer – ad hoc load, WAC or BACS. For holders of TfL season tickets, the pro-rata refund amount is calculated by OPUS under this scenario. For holders of NR season tickets on Oyster, the full face value of the interim tickets should be refunded; this amount should be manually entered into OPUS.

o) If unable to process refund using STLAH scenario in OPUS due to a system error, calculate pro-rata refund value in OXNR and process refund as a goodwill gesture (choose STLAH option from drop-down).

p) Update notes, change Service Ticket status to complete and press End.

q) All details recorded in SAP-CRM including refund order number from OPUS.

- If interim travel was not made using PAYG Oyster, the customer must provide the interim ticket evidence in order to obtain the 2 permitted refunds per year and these refunds can only be processed via the correspondence channel. Where the customer paid for their interims using a CPC, if the CPC is registered, they can provide their email address (or other contact details) in order for us to calculate how much they've spent on interims. If not, they'll have to give us a call with their CPC handy using FTP options and we'll be able to review how much they've spent on interims

The agent should ascertain which category the ticket falls under and explain the relevant requirements:

- TfL season ticket held on Oyster; interim travel with paper tickets and not made using a different PAYG Oyster or CPC card (refund is calculated at pro-

rata value of the season ticket for that day).

- Season ticket purchased from National Rail on Oyster rather than TfL; check in GUI if necessary (in this case we only offer STLAH refund if the customer purchased their interim tickets from TfL; full face value of interim tickets is refunded)

- Paper season ticket issued by TfL (refund is calculated at pro-rata value of the season ticket for that day).

- In these cases, the customer is required to send in their interim ticket evidence to TfL Customer Services at 14 Pier Walk, London SE10 0ES because sight of the interim tickets is required by TfL as evidence. Copies of paper season tickets should also be included. A Service Ticket should be created and the customer given the Service Ticket number to use as a reference when sending in their interim ticket evidence.

SAP CRM reason codes	• Refunds – Interim – Season Ticket Left At Home
Notes	

Transport for London
Customer Experience

CCO Sourcing – Contract 1

28 August 2015

2. Process map

Adult Season Ticket Left At Home – Telephony

CSA	Notes

CSA flow:

1. Receive call from holder of a season ticket on Oyster card regarding Season Ticket Left At Home refund

2. Perform ID&V in accordance with current procedure

3. Search for existing Business Partner [SAP-CRM] — Found / Not found

4. Create Service Ticket from Business Partner [SAP-CRM]

5. Create new Business Partner [SAP-CRM]

6. Is customer eligible for STLAH refund? — No / Yes

7. Were interim tickets purchased with PAYG Oyster? — No / Yes

8. Search for Online account in OPUS — Found / Not Found

9. Press Refund, Enter Service Ticket number [OPUS]

10. Create Online account. Press Refund, enter Service Ticket number. Read DPA statement to customer [OPUS]

11. Refund using the STLAH scenario. Enter SAP-CRM service ticket number [OPUS] — System error / No system error

12. Calculate refund value using OXNR and process refund as a goodwill gesture (select STLAH option from drop-down menu) [OPUS]

13. Ask customer for refund method (Ad Hoc Load, BACS, WAC); obtain bank/station details if required?

14. Refund via method chosen by customer [OPUS]

15. Confirm to customer that refund has been processed, stating amount and method.

16. Advise customer that interim ticket evidence must be provided by post or email and give customer Service Ticket number as reference for sending in interim tickets

17. Update notes and change Service Ticket status to complete. End call. [SAP-CRM]

18. Advise Customer that they are not eligible for refund and give reason. End call

KEY
- ○ Start
- ▭ Task
- ◇ Decision
- ◎ End

Author: Alan Bignell
Version: v1.1
Date: 23/11/13

Notes:

2. If customer's name in GUI is not the same as customer's name in SAP, agent should contact the customer to resolve this before proceeding with the refund

4. Field data required for Service Ticket:
Overview:
Description: STLAH
Type: Enquiry
Area: Oyster
Reason 1: Refunds
Reason 2: Interim
Reason 3: Season Ticket Left At Home
Notes: Optional
Additional Fields:
Security Answer (if supplied)
Oyster Card number

5. Fields required for Business Partner creation:
- Title (choose from drop-down)
- First Name
- Last Name
- Business Partner Category (choose from drop-down)
- Address/Postcode
- Phone Number
- Email
Agents must obtain data from customer during phone call to populate all required fields.

6. To obtain STLAH refund, the following conditions must be met:
- Claims over £10 must be made within 28 days. However, if claim is outside the 28 day deadline, discretion can be exercised as to whether a refund is paid, dependent upon evidence presented. (If outside 28 day deadline, agent should check in OPUS and/or SAP-CRM whether customer has already received a refund within the 28 day period). All claims under £10 can be paid.
- Season Ticket must not have been used on the day (s) claimed for (NB: TfL travel day is defined from 04:30 to 04:29 the following morning).
- Only 2 STLAH refunds will be paid in rolling 12 month period (check for previous refunds in OPUS and/or SAP-CRM).
- STLAH refund can be given to all holders of season tickets purchased from TfL and holders of season tickets purchased from National Rail on Oyster if the interim tickets were purchased from TfL. STLAH refund is not available to holders National Rail paper season ticket holders or National Rail Oyster season tickets if the interim tickets were purchased from National Rail. (Customers should be advised to contact National Rail for any enquiries about refunds on National Rail season tickets).
- Interim tickets must be provided as evidence (unless a PAYG Oyster card was used, in which case the Oyster card number is required as evidence). This can be either the original tickets sent by post or scanned copies of the tickets sent by email.

NB: STLAH refund can only be processed over phone if original Season Ticket is on Oyster and interim tickets were purchased on a separate Oyster card.

12. Refund value is calculated by OPUS when using STLAH scenario. OXNR should only be used (to calculate pro-rata value) if a system error is encountered.

17. All details to be recorded in SAP-CRM including refund order number from OPUS.

18. If season ticket is a paper season ticket purchased from National Rail, advise customer to contact National Rail. If season ticket is on Oyster purchased from National Rail and interim tickets were also purchased from National Rail, advise customer to contact National Rail.

18. If customer disputes the decision, handle as an escalation in accordance with current procedures.

3. Document Approvals

Name	Title	Signature	Date
Evren Altinok	Business Support Manager		10 Jun 2015

Process – B1.03 Cancel / Surrender

0. Document Control

0.1 Document Summary

Ver	Date	Author	Changes since previous issue
0.1	05 Feb 2015	Etisyai Ince	First draft
0.2	25 Feb 2015	William Cheke	Amendments for Process map and notes to reflect self serve options via POM

0.2 File Name & Location

Docu T:\6000 Future Ticketing Products\6100 Future Ticketing Programme\6170 Business Design\61725 CCO Sourcing\Contract 1 - JourneyCall\1 Work in progressment2

0.3 Reference Documents

Ref.	Name	File location
RD1	Processes Documentation for all processes in scope for Batch 1	\\cisvfl008\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Full Process Documentation for Batch 1.docx
RD2	Ticketing Calls (T1, T4, T6, T7, T8) - Processes for Batch 1	\\cisvfl008\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Ticketing\Ticketing Calls For BAU\Ticketing Calls for Batch 1.docx

0.4 Document roles

Role	Name	Title
Author	William Cheke	Business Analyst
Owner	Evren Altinok	Business Support Manager

1. Process definition

Process name	Cancel/Surrender
Group	B1 Oyster Telephony
Description	TfL allows customers to claim a refund for tickets and season tickets (or portions thereof) that they no longer require, provided a valid reason and supporting evidence is submitted. The customer can either "cancel" the ticket in exchange for a refund whilst retaining their Oyster card, or "Surrender" their Oyster card entirely in exchange for the refund. Cancel/Surrender refunds also apply to all types of paper tickets (season tickets, daily travel cards and single paper tickets). In all cases, the customer must send the supporting evidence and tickets to customer services for the refund to be processed. However, due to the high number of different ticket types and documentation types that may be required, telephone agents must follow the specific "Cancel/Surrender (Enquiry)" process when handling calls regarding this type of transaction request.
Activities	1. Receive call from a customer enquiring about cancelling the product(s) on their Oyster card or surrender the card altogether for a refund. 2. ID&V customer in accordance with current procedure. 3. Search for existing Business Partner in SAP-CRM; if found, press "Confirm". 4. If no record for the customer is found, create new Business Partner by asking the customer to provide the following details: title, name, address including postcode, phone number, email and Oyster card number (if relevant); 5. Create Service Ticket; 6. Enter Surrender/Cancel into "Description" field; 7. Chose "enquiry" or other that is relevant from drop-down list of contact types; 8. Choose Oyster area from drop-down list; 9. Select "Refunds" from reason 1 drop-down list, select Surrender/Cancel from reason 2 drop down list and select most relevant scenario from reason 3 drop-down list (normally "ticket no longer required"); 10. Populate any relevant additional fields including Oyster card number where relevant; 11. If the enquiry relates to surrendering an unused paper ticket, printed season ticket or duplicate printed ticket, advise customer to send the original ticket to TfL (by recorded delivery if required) with supporting evidence of valid reason for non-use. Give the Service Ticket number to customer to use as a reference when sending in the ticket and documentation. NB: refunds against unused paper tickets, printed season tickets or duplicate printed tickets can only be processed via correspondence channel (the ticket and interim ticket evidence will be logged by DEA and linked to the Service Ticket, which will be re-assigned to the processing team at that stage as a correspondence item). Update notes and change Service Ticket status to complete; 12. If the season ticket was purchased from National Rail, TfL is not liable to process a cancellation. The customer must be referred back to National Rail. 13. If enquiry relates to a new refund, advise customer that of the following options: • For PAYG only on the Oyster card, advise customer that in order to obtain a deposit refund, they will need to go to a POM (if PAYG is £10 or less) or go

	online. If the customer wishes to proceed with a refund without the deposit then CSA should process the refund for the customer over the phone and hotlist the card
	• For Season tickets hotlist card in Opus and assign to season team to process refund. This also includes season tickets purchased by 3rd party companies e.g. season ticket purchased through William Hill/Ladbrokes/Harvey Nichols assign to the Seasons refund team. Advise customer that refund could take up to 10 working days to be processed.
	• Self serve via Oyster online
	• a London Underground station, where the customer can self serve using a POM refund can be processed enabling the customer to keep their Oyster card – the season ticket must have been paid for by cash (less than £250) or by credit / debit card (if there are any problems with refunding at the station, it will be passed to customer services to process).
SAP CRM reason codes	• Refunds – Surrender/Cancel – Ticket/Product No Longer Required • Refunds – Surrender/Cancel – Unused Tickets • Refunds – Surrender/Cancel – PAYG • Refunds – Surrender/Cancel – Oyster Card Deposit Refund • Refunds – Surrender/Cancel – Student No Longer Eligible • Refunds – Surrender/Cancel – Deceased • Refunds – Surrender/Cancel – Back Dated Non Medical • Refunds – Surrender/Cancel – Back Dated Medical • Refunds – Surrender/Cancel – Warrant Scheme Chase Up • Refunds – Duplicates – Lost Monthly Ticket Purchased at station
Notes	***Surrender/Cancel of Unused Tickets, Paper Tickets and Duplicate Printed Tickets*** SAP-CRM reason codes: • Refunds – Cancel Surrender – Unused Ticket • Refunds – Duplicates - Lost monthly ticket purchased at station Refunds paid against unused tickets and paper tickets (including duplicate printed tickets) are specific types of surrender/cancel refund. Agents should note that fully unused tickets are refunded at full face value (ordinary basis). For unused tickets on Oyster, agents must verify in OCTAgone that the ticket held on the Oyster card was not used and verify that customer has provided a valid reason for the surrender/cancel of the unused ticket. Paper ticket refunds can only be issued via correspondence channel as usage of paper tickets should be checked with a hand held checker, if one is available. Printed duplicate tickets: TfL will not normally refund customers for duplicate printed tickets that they no longer require, unless the original printed ticket was found and returned to TfL within one month of the date it was reported lost by the customer. Nevertheless, TfL will consider making a refund if the customer stops using a duplicate printed ticket for a reason such as redundancy, long term personal illness or pregnancy, provided the customer provides satisfactory proof.

	If the season ticket was purchased from National Rail, TfL is not liable to process a cancellation. The customer must be referred back to National Rail.

2. Process map

Cancel / Surrender Refunds – Telephony

Customer	Ticketing Telephony	Seasons Team	Notes

1. Customer calls requesting a refund of all products on their Oyster card

2. Create Service Ticket on SAP CRM

3. Follow Identification and Verification process

4. View products on Oyster card in GUI

5. Does Oyster card only contain PAYG?

6. Advise customer that in order to obtain a deposit refund, they will need to go to a POM (if PAYG is £10 or less) or go online and request a refund.

7. Does customer want to proceed without deposit refund?

8. End call and close Service Ticket

9. Process PAYG refund and Hotlist the Oyster card

10. End call and close Service Ticket

11. Check Oyster card against exceptions list

12. Do any Exceptions apply to the Oyster card?

13. Process refund for all products on Oyster card using Cancel / Surrender scenario on OPUS

14. Hotlist Oyster card

15. Is card paid for via Abellio or Trainline?

16. Advise the customer to contact Abellio / Trainline for a refund

17. Advise customer that their refund will be processed within 10 working days

18. Ensure that all relevant details have been captured in Notes within the Service Ticket

19. End call and assign Service Ticket to Seasons Team

20. Open Service Ticket and review notes

21. Process Cancel Surrender refund including deposit as per Cancel / Surrender processes

22. Hotlist Oyster card

23. Contact customer to advise that the refund has been made

24. Close Service Ticket

11. Exceptions list:
- Season ticket paid for via warrant
- Season ticket paid for via Abellio
- Season ticket paid for via Trainline
- Season ticket paid for via William Hill/ Ladbrokes and Harvey Nichols
- Corrupt ticket details or indeterminate payment method
- Season ticket shows as Help Desk Authorised replacement
- Customer wishes to have refund backdated for whatever reason
- Customer has bought another season ticket valid beyond expiry of ticket being refunded
- Ticket has been previously traded up or down
- Third party applying on behalf of deceased customer
- Company applying on behalf of ex-employee
- Customer wanting refund paid to third party

15. Includes Oyster cards that are "Helpdesk Authorised" but were previously issued by Abellio / Trainline

KEY

Start — Task — Decision — Process — End

Author: Andy Douglas
Version: v1.0
Date: 06/11/14

3. Document Approvals

Name	Title	Signature	Date
Evren Altinok	Business Support Manager		10 Jun 2015

Process – B1.04 Overlapping Ticket

0. Document Control

0.1 Document Summary

Ver	Date	Author	Changes since previous issue
0.1	05 Feb 2015	Etisyai Ince	First draft
0.2	25 Feb 2015	William Cheke	Amendments to layout of document
0.3	15 Apr 2015	William Cheke	Amendments following feedback from Nico Williams and Gina Chin (CCO)

0.2 File Name & Location

 T:\6000 Future Ticketing Products\6100 Future Ticketing Programme\6170 Business Design\61725 CCO Sourcing\Contract 1 - JourneyCall\1 Work in progresscx

0.3 Reference Documents

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0.4 Document roles

Role	Name	Title
Author	William Cheke	Business Analyst
Owner	Evren Altinok	Business Support Manager

1. Process definition

Process name	Overlapping Ticket
Group	B1 Oyster Telephony
Description	Within the TfL ticketing system, it is possible (either through customer or staff error) for customers to purchase a new season ticket on their Oyster card that starts before their previous Season Ticket has expired. When this happens, TfL will pay a refund to affected customers after the expiry of the first season ticket in respect of the overlapping period. This transaction request type relates to tickets on Oyster cards only and can therefore be completed whilst the customer is on the phone because the agent can view the customer's season ticket purchase history on the system and refund the amount corresponding to the overlapping period on one of the season tickets.
Activities	1. Receive call from Oyster card holder requesting a refund for overlapping tickets 2. Carry out ID&V in accordance with current procedure 3. Search for existing Business Partner in SAP-CRM; if found, press "Confirm". 4. If no record for the customer is found, create new Business Partner by asking the customer to provide the following details: title, name, address including postcode, phone number, email and Oyster card number (if relevant); 5. Create Service Ticket; 6. Enter Overlap into "Description" field; 7. Chose "complaint", "enquiry" or other that is relevant from drop-down list of contact types; 8. Choose Oyster from drop-down list of areas; 9. Select Refunds from reason 1 drop-down list, select Overlap from reason 2 drop-down list and select relevant scenario from reason 3 drop-down list; 10. Populate any relevant additional fields including Oyster card number where relevant. 11. Log into GUI and check if overlapping period is visible. If it cannot be seen in GUI, log into OCTAgone or Business Objects and check to confirm overlap period. If no refund is due advise the customer (if customer disputes this decision, handle as an escalation in accordance with current procedure). 12. Ensure refund application meets other criteria. If not, advise customer accordingly (if customer disputes this decision, handle as an escalation in accordance with current procedure). 13. Check for a previous refund/product replacement in SAP-CRM and OPUS to ensure no duplicate payments are issued. If found, advise customer accordingly. 14. If a refund is due, log into OPUS and search for online account. Create an online account if one does not exist and read out data protection statement to customer (use white list email if customer does not wish to make subsequent use of online account). NB: an online account is required to process this type of refund. 15. Process refund using Overlapping scenario in OPUS; enter Service Ticket number.

	16. Refund via ad hoc load, WAC or BACS payment, as chosen by customer.
	17. If unable to process refund using Overlapping scenario in OPUS due to a system error, calculate refund value manually and refund using payment error scenario.
	18. If the zones between the overlapping tickets differ, the refund needs to be calculated manually and processed via the Payment Error scenario in OPUS.
	19. Update notes and change Service Ticket status to complete. End call and select End.
	20. All details recorded in SAP-CRM including refund order number from OPUS.
SAP CRM reason codes	• Refunds – Overlap – Customer Error POM • Refunds – Overlap – Customer Error Online • Refunds – Overlap – NR Staff Error • Refunds – Overlap – Underground Staff Error • Refunds – Overlap – Overground Staff Error • Refunds – Overlap – DLR Staff Error • Refunds – Overlap – Ticket Stop Error
Notes	

2. Process map

Overlapping Tickets on Oyster – Telephony

CSA	Notes

Flowchart (CSA column):

1. Receive call from holder of season ticket on Oyster requesting refund for overlapping tickets

2. ID&V customer in accordance with current process

3. Search for existing Business Partner [SAP-CRM] — Not Found → 4. Create new Business Partner [SAP-CRM]

3. (Found) → 5. Create Service Ticket from Business Partner [SAP-CRM]

4. Create new Business Partner [SAP-CRM] → 5. Create Service Ticket from Business Partner [SAP-CRM]

5. → 6. Check in GUI and/or OCTAgone to confirm overlap period [GUI/OCTAgone]

6. → 7. Is overlap refund due? [OPUS]

7. Yes → 8. Does application meet other criteria?
7. No → 18. Advise customer that no refund is due

8. Yes → 9. Check for a previous refund/ product replacement to ensure no duplicate payments are issued [OPUS /SAP-CRM]
8. No → 18. Advise customer that no refund is due

9. Not found → 10. Search for online account [OPUS]
9. Found → 12. Press refund, enter Service Ticket number [OPUS]

10. Search for online account [OPUS] — Not found → 11. Create online account and read DPA statement to customer. Press refund. Enter Service Ticket number [OPUS]
10. Found → 12. Press refund, enter Service Ticket number [OPUS]

11. → 13. Process refund using the Overlapping Scenario [OPUS]

12. → 13. Process refund using the Overlapping Scenario [OPUS]

13. Get system error → 14. Manually calculate refund amount
13. No System error → 16. Refund via method chosen by customer [OPUS]

14. → 15. Refund using the Payment Error scenario with the amount [OPUS]

15. → 16. Refund via method chosen by customer [OPUS]

16. → 17. Confirm to customer that refund has been processed, stating amount and method.

17. → 19. Update notes and Set Service Ticket status to complete. End call [SAP-CRM] → End

18. Advise customer that no refund is due → 19. Update notes and Set Service Ticket status to complete. End call [SAP-CRM]

Author: Alan Bignell
Version: v1.0
Date: 23/10/13

KEY

- Start (circle)
- Task (rectangle)
- Decision (diamond)
- End (bold circle)

Notes column:

1, 8. In order to be eligible for a refund, the following conditions must be met:
- At least one of the tickets must have expired
- Neither ticket must have been cancelled before the overlap period
- Both season tickets cannot have been traded up or down
- Claim must be within 28 days
- Oyster card must be registered to customer to obtain an overlapping ticket refund. If unregistered, customer should be advised to register/protect and then call or email back
- Excludes tickets from Abellio and Train line

4. Fields required for Business Partner creation:
- Title (choose from drop-down)
- First Name
- Last Name
- Business Partner Category (choose from drop-down)
- Address/Postcode
- Phone Number
- Email

Agents must obtain data from customer during phone call to populate all required fields.

5. Field data required for Service Ticket:
Overview:
Description: Overlap
Type: Enquiry
Area: Oyster
Reason 1: Refunds
Reason 2: Overlap
Reason 3: Choose from:
Customer Error POM
- Customer Error Online
- NR Station Error
- LU Staff Error
- LO Staff Error
- DLR Staff Error
- Ticket Stop Error
Notes: Optional
Additional Fields:
Security Answer (if supplied)
Oyster Card number

13. Process refund in OPUS using Overlapping scenario. Use the Service Ticket number generated by SAP-CRM. If the zones between the overlapping tickets differ, the refund needs to be calculated manually and processed via the Payment Error scenario in OPUS. If the first season ticket expires after a fares revision and the second season ticket starts before the revision date, calculate refund manually at the rate before the fares revision and process via payment error scenario.

14. This type of refund cannot be calculated in OXNR and therefore manual calculations are required. The cost of the season ticket needs to be divided by the period days:

* Weekly by 7 days
* Monthly by 30 days irrespective of the month length
* Annual by 365 days
* Other length periods by the days between the start and expiry days inclusive

* Then multiply by the number of days of the overlap.
* All calculated at the price paid when the overlapping ticket was purchased.

16. Refund method can be BACS, WAC or Ad Hoc Load.

18. If customer disputes decision, handle as an escalation in accordance with current procedure.

18 Where the ticket has not expired, there is still a refund due, customer may be advised to cancel at station and then contact us back for remainder of refund.

19. All details to be recorded in SAP-CRM including refund order number from OPUS

3. Document Approvals

Name	Title	Signature	Date
Evren Altinok	Business Support Manager		10 Jun 2015

Process – B1.05 Product Added to Hotlisted Card

0. Document Control

0.1 Document Summary

Ver	Date	Author	Changes since previous issue
0.1	05 Feb 2015	Etisyai Ince	First draft
0.2	25 Feb 2015	William Cheke	Amendments to notes
0.3	16 Mar 2015	William Cheke	Amendments following feedback from Natalie Stouchbury

0.2 File Name & Location

T:\6000 Future Ticketing Products\6100 Future Ticketing Programme\6170 Business Design\61725 CCO Sourcing\Contract 1 - JourneyCall\1 Work in progress

0.3 Reference Documents

Ref.	Name	File location
RD1	Processes Documentation for all processes in scope for Batch 1	\\cisvfl008\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Full Process Documentation for Batch 1.docx
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0.4 Document roles

Role	Name	Title
Author	William Cheke	Business Analyst
Owner	Evren Altinok	Business Support Manager

1. Process definition

Process name	Product Added to Hotlisted Card
Group	B1 Oyster Telephony
Description	When TfL or its ticketing system decides that an Oyster card can no longer be used (due to a payment issue or other problem), it is "hotlisted". However, in some circumstances customers can still purchase and add travel products to an Oyster card after it has been "hotlisted", in which case they will be unable to use the products they purchased. Agents can view the card history on the system and are therefore able to process a refund to the customer for products added to "hotlisted" cards whilst the customer is on the phone.
Activities	1. Receive call from customer regarding refund for product added to hotlisted card; 2. Carry out ID&V in accordance with current procedure; 3. Search for existing Business Partner in SAP-CRM; if found, press "Confirm". 4. If no record for the customer is found, create new Business Partner by asking the customer to provide the following details: title, name, address including postcode, phone number, email and Oyster card number (if relevant); 5. Create Service Ticket; 6. Enter Product Added To Hotlisted Card into "Description" field; 7. Chose "complaint", "enquiry" or other that is relevant from drop-down list of contact types; 8. Choose Oyster from drop-down list of areas; 9. Select Refunds from reason 1 drop-down list, select Payment Error from reason 2 drop-down list and select Product Added To Hotlisted Card from reason 3 drop-down list; 10. Populate any relevant additional fields including Oyster card number where relevant 11. Using GUI and OCTAgone, check whether the customer is due a refund. If no refund due, advise customer accordingly. 12. Check for any previous refund/product replacement in SAP-CRM and OPUS to ensure no duplicate payments are issued. If found, advise customer accordingly. 13. If a refund is due (i.e. the customer bought a product and added it to an Oyster card without realising the card was already hotlisted and that they would be unable to use the product), search for online account in OPUS. If customer has an online account, press refund and enter Service Ticket number. Refund using the payment error scenario in OPUS; The amount to be refunded is calculated as the full cost of the product added to the card, less the value of any used days (i.e. if the customer used the ticket for two days before it was disabled, you should refund them the full cost of the ticket less two days pro rata usage charge). If the customer added a PAYG amount to the card, you should refund the remaining balance of what was added (as there may have been an existing PAYG balance on the card when the top up was made, which was transferred to a replacement Oyster card already). 14. If customer does not have an online account, create one for them (use white list

	email if they do not wish to make subsequent use of online account). Press refund and enter Service Ticket number. Refund using the payment error scenario in OPUS; enter the amount Refund using the payment error scenario in OPUS; The amount to be refunded is calculated as the full cost of the product added to the card, less the value of any used days (i.e. if the customer used the ticket for two days before it was disabled, you should refund them the full cost of the ticket less two days pro rata usage charge). If the customer added a PAYG amount to the card, you should refund the remaining balance of what was added (as there may have been an existing PAYG balance on the card when the top up was made, which was transferred to a replacement Oyster card already). 15. Refund via BACS or WAC; ask customer for any additional details that are required. (Note: this refund type cannot be refunded via ad hoc load; WAC can be offered for this type of refund if customer wishes to keep credit for future use); 16. Confirm the amount and refund method used and quote text regarding data protection if an online account was created for the customer as part of the processing; 17. Update notes and change Service Ticket status to complete. Select End; 18. All details recorded in SAP-CRM including refund order number from OPUS.
SAP CRM reason codes	• Refunds - Payment Error – Product added to hotlisted card
Notes	

2. Process map

Product added to hotlisted card refunds - Telephony

CSA	Notes

CSA

1. Receive phone call from customer wanted to claim refund on product added to hotlisted card [SAP-CRM]

2. Perform standard ID&V

3. Search for existing Business Partner [SAP-CRM]

Not found

4. Create new Business Partner [SAP-CRM]

Found

5. Create Service Ticket from Business Partner [SAP-CRM]

6. Check whether or not a refund is due using GUI and OCTAgone

Due

Not due

Found

7. Check for previous refund/product replacement to ensure that there is no duplication [OPUS/ SAP-CRM]

Not Found

8. Search for online account [OPUS]

Not found

9. Press refund, enter Service Ticket number [OPUS]

Found

10. Create online account and read DPA statement to customer

11. Refund using the Payment Error scenario [OPUS]

12. Enter refund amount as value of product after hotlisting [OPUS]

13. Refund via method chosen by customer [OPUS]

15. Advise customer that no refund is due and why

13. Update notes. Change Service Ticket status to complete and end call [SAP-CRM]

12. Confirm to customer that refund has been processed, stating amount and method.

KEY

Start

Task

Decision

End

Author: Alan Bignell
Version: v1.1
Date: 24/12/13

Notes

1. Legitimate reasons exist for which products could be added to hotlisted cards and the customer not able to use them, such as card hotlisted after failed ATU payment but customer not aware.

4. Fields required for Business Partner creation:
- Title (choose from drop-down)
- First Name
- Last Name
- Business Partner Category (choose from drop-down)
- Address/Postcode
- Phone Number
- Email

Agents must obtain data from customer during phone call to populate all required fields

5. Field data required for Service Ticket:
Overview:
Description: Overlap
Type: Enquiry
Area: Oyster
Reason 1: Refunds
Reason 2: Payment Error
Reason 3: Product Added To Hotlisted Card
Notes: Optional
Additional Fields:
Security Answer (if supplied)
Oyster Card number

6. Information to confirm or deny whether customer is due a refund for a product added to hotlisted card will be visible in OCTAgone and GUI.

10. Use white list email if customer does not wish to make future use of online account.

13. Refund method can be BACS or WAC. Payment by cheque is permitted but should only be given in certain specific cases (e.g. customers with no UK bank account, so unlikely to be needed for this scenario).

15. If customer disputes decision, handle as an escalation in accordance with current procedure.

16. All details to be recorded in SAP-CRM including refund order number from OPUS

3. Document Approvals

Name	Title	Signature	Date
Evren Altinok	Business Support Manager		10 Jun 2015

Process – B1.06 Fares Additional Refund Application

0. Document Control

0.1 Document Summary

Ver	Date	Author	Changes since previous issue
0.1	05 Feb 2015	Etisyai Ince	First draft
0.2	25 Feb 2015	William Cheke	Amendments to Activities and Process Map
0.3	16 Mar 2015	William Cheke	Amendments following feedback from Natalie Stouchbury

0.2 File Name & Location

T:\6000 Future Ticketing Products\6100 Future Ticketing Programme\6170 Business Design\61725 CCO Sourcing\Contract 1 - JourneyCall\1 Work in progress

0.3 Reference Documents

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0.4 Document roles

Role	Name	Title
Author	William Cheke	Business Analyst
Owner	Evren Altinok	Business Support Manager

1. Process definition

Process name	Fares Additional Refund Application
Group	B1 Oyster Telephony
Description	"Fares Additional Refund Application" is the process agents follow when a customer who has previously received a refund contacts TfL to question whether the amount of the refund was correct. This type of refund can be processed whilst the customer is on the phone if the agent can ascertain from the customer's journey history that the previously issued refund was incorrect.
Activities	1. Receive call from customer querying value of a refund they have received; 2. Carry out ID&V in accordance with current procedure and search for existing Service Ticket in SAP-CRM; 3. If no Service Ticket relating to the refund exists, Search for existing Business Partner in SAP-CRM; if found, press "Confirm". 4. If no record for the customer is found, create new Business Partner by asking the customer to provide the following details: title, name, address including postcode, phone number, email and Oyster card number (if relevant); 5. Create Service Ticket; enter Additional Refund Application into "Description" field; chose "complaint", "enquiry" or other that is relevant from drop-down list of contact types; choose Oyster from drop-down list for areas; select Refunds from reason 1 drop-down list, select most relevant scenarios from reason 2 and reason 3 drop-down lists; populate any relevant additional fields including Oyster card number where relevant; 6. Using GUI, OPUS, OCTAgone and OXNR (if required), double-check amount of refund that was paid and decide if Additional Payment should be offered. If no further refund is due, advise customer accordingly. 7. If the matter will require further investigation, advise customer that they will be contacted in accordance with current SLA and reassign Service Ticket to relevant area's DEA; 8. If an additional refund is due or agent feels a discretionary goodwill payment is required, search for online account in OPUS. If customer has an online account, press refund and enter Service Ticket number. Refund using the payment error scenario in OPUS; 9. If customer does not have an online account, create one for them (use white list email if they do not wish to make subsequent use of online account). Press refund and enter Service Ticket number. Refund using the payment error scenario in OPUS; 10. Refund via BACS, WAC, or ad hoc load to new card; ask customer for any relevant details; 11. Confirm the amount and refund method used and quote text regarding data protection if an online account was created for the customer as part of the processing; 12. Update notes and change Service Ticket status to complete. Select End; 13. All details recorded in SAP-CRM including refund order number from OPUS.
SAP CRM reason codes	• Refunds – Query – General Query • Refunds – Exchanges –Unhappy with Refund • Can also apply to any SAP-CRM Oyster refund reason code if the customer

	believed they did not receive the correct refund
Notes	

2. Process map

Fares Additional Refund Application - Telephony

CSA	Notes

CSA column:

1. Receive phone call from customer querying value of refund they received [SAP-CRM]

2. Perform ID&V in accordance with current procedure

3. Search for existing Service Ticket about issue [SAP-CRM]

Not found

4. Search for existing Business Partner [SAP-CRM]

Found

Not found

5. Create new Business Partner [SAP-CRM]

6. Create Service Ticket from Business Partner [SAP-CRM]

Found

7. Check whether or not amount of original refund was correct using GUI, OPUS, OCTAgone and/or OXNR

Additional payment due

No additional payment due

15. Advise customer that no additional payment is due and why

16. Update notes and change Service Ticket status to complete [SAP-CRM]

14. Confirm to customer that refund has been processed, stating amount and method.

8. Search for online account [OPUS]

Not found

Found

9. Create online account and read DPA statement to customer

10. Press refund, enter Service Ticket number [OPUS]

11. Refund using the Payment Error scenario [OPUS]

12. Enter amount of additional payment [OPUS]

13. Refund via method chosen by customer [OPUS]

KEY

○ Start

▭ Task

◇ Decision

◉ End

Author: Alan Bignell
Version: v1.1
Date: 23/12/13

Notes column:

3. The following Service Ticket data must be populated:
Overview:
Description: Surrender/Cancel Refund
Type: Enquiry
Area: Oyster
Reason 1: Refunds
Reason 2: Chose most appropriate from drop down list
Reason 3: Chose most appropriate from drop down list
Notes (Optional)
Additional Fields:
Security Answer (if supplied)
Oyster card Number

3. If agent is unable to find an existing Service Ticket, issue could relate to an SSR, auto-fill or ticket office refund. Refunds should only be issued using Fares Additional Refund Application process if there was a mistake or error in the original calculation or if incorrect information was given to the customer by the business/business partners.

4. Agents can also offer discretionary goodwill gesture payment if it is felt appropriate.

4. If issue cannot be resolved whilst customer is on phone and requires further investigation, advise customer that they will be contacted in accordance with current SLA and reassign Service Ticket to relevant area's DEA.

5. If customer disputes decision, handle as an escalation in accordance with current procedure.

8. Use white list email if customer does not wish to make future use of online account.

11. Refund method can be BACS, WAC or ad hoc load. Payment by cheque is permitted but should only be given in certain specific cases (e.g. customers with no UK bank account, so unlikely to be needed for this scenario).

13. All details to be recorded in SAP-CRM including refund order number from OPUS

3. Document Approvals

Name	Title	Signature	Date
Evren Altinok	Business Support Manager		10 Jun 2015

Process – B1.07 Failed ATU Follow Up

0. Document Control

0.1 Document Summary

Ver	Date	Author	Changes since previous issue
0.1	05 Feb 2015	Etisyai Ince	First draft
0.2	15 Apr 2015	William Cheke	Amendments following feedback from Gina Chin and Nico Williams (CCO)

0.2 File Name & Location

T:\6000 Future Ticketing Products\6100 Future Ticketing Programme\6170 Business Design\61725 CCO Sourcing\Contract 1 - JourneyCall\1 Work in progress

0.3 Reference Documents

Ref.	Name	File location
RD1	Processes Documentation for all processes in scope for Batch 1	\\cisvfl008\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Full Process Documentation for Batch 1.docx
RD2	Ticketing Calls (T1, T4, T6, T7, T8) - Processes for Batch 1	\\cisvfl008\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Ticketing\Ticketing Calls For BAU\Ticketing Calls for Batch 1.docx

0.4 Document roles

Role	Name	Title
Author	William Cheke	Business Analyst
Owner	Evren Altinok	Business Support Manager

1. Process definition

Process name	Failed ATU Follow Up
Group	B1 Oyster Telephony
Description	Auto Top Up (ATU) is a functionality that customers can apply to their Oyster Online account so that when their PAYG Oyster card balance falls below £10, their Oyster card will be topped up automatically with a nominated amount from their bank account or credit card when touched against a yellow reader. On some occasions, this effectively means that the customer is using that Top Up for travel before TfL has secured payment authorisation from the customer's bank or credit card. On occasions when TfL is subsequently unable to obtain payment from the customer's bank or payment card, an automated email is sent to the customer giving them a defined period of time to settle the outstanding payment after which their Oyster card will be "hotlisted" and the customer will not be able to use it*. Failed ATU Follow Up – OPUS is the process agents must follow when assisting customers who request extra time to settle their outstanding debt, or who need assistance with any other issue stemming from failed ATU payments (including those whose cards have been hotlisted). Failed ATU payments currently represent around 1.5 % of total ATU payments each month. *this process is currently being automated as part of OPUS and will be in place by the time Batch 1 is outsourced.
Activities	1. Receive call from customer who received at Failed Auto Top Up (FATU) notification or whose card has been hotlisted due to a FATU; 2. ID&V customer in accordance with current process; 3. Search for existing Business Partner in SAP-CRM and create new Business Partner if not found; Create Service Ticket from Business Partner (assuming no Service Ticket already exists); 4. Locate customer's account in OPUS; 5. In cases where the customer has tried to pay but the payment failed, check for potential address mismatch. If the registered address for the customer's payment card is not the same as the address registered to their Oyster online account, advise them to change the address in their Oyster online account so that it matches the registered payment card address and then make payment before the resettlement deadline; if customer warrants an extension to the deadline due to the address mismatch, agent should extend deadline manually in OPUS to reflect the time required by the customer; advise customer that payment must be made by the new deadline otherwise their Oyster card will be cancelled; 6. In cases where the customer has tried to pay but there was no address mismatch, check Cybersource and advise the customer that the deadline will be extended whilst the Cybersource issue is investigated by the fraud/payments team; agent should extend the deadline manually in OPUS for an appropriate timescale and advise customer that payment must be made by the new deadline otherwise their Oyster card will be cancelled; 7. In cases where the payment card registered to the customer's Oyster online account is expired, lost or stolen, and the customer is awaiting a replacement and has no other card that can be used, the agent should manually extend the deadline in OPUS to reflect the expected arrival timeframe for customer's replacement and advise customer that payment must be made by the new deadline otherwise their Oyster card will be cancelled; 8. In cases where it is deemed that the customer does not warrant extra time to pay, the agent should decline the request and advise customer that payment must be made by the existing deadline otherwise their Oyster card will be cancelled; advice

<table>
<tr><td></td><td colspan="2">

can be given on options for customer after card is hotlisted (see below);

9. In cases where the customer contacts because their Oyster card has already been hotlisted, the agent should advise that they will need to obtain a new Oyster, which can be linked to their existing Oyster online account and auto-top up reactivated if they wish. Advise the customer that OPUS will automatically attempt to resettle the outstanding FATU amount using any existing web account credit in their Oyster online account and any remaining PAYG balance that is available. A refund will automatically be applied by OPUS as web account credit for any remaining PAYG amount if this exceeds the FATU amount. If the customer had a season ticket on the cancelled Oyster card, a pro-rata refund will automatically be applied by OPUS as web account credit to their Oyster online account; the customer will need to re-purchase any new season ticket they require and add it to their replacement Oyster card.

10. Update notes and change Service Ticket status to "completed".
</td></tr>
</table>

SAP CRM reason codes	- Website (including purchases) - ATU-ATU - Website (including purchases) - ATU-ATU Cyber Source - Website (including purchases) - ATU-ATU Failed Credit Card - Website (including purchases) - ATU-ATU Failed Pick UP - Website (including purchases) - ATU-ATU Making Payment for Failed ATU - Website (including purchases) - ATU-ATU Credit/Debit Card Update Info
Notes	

2. Process map

Failed Auto Top Up (FATU)

TICKETING CSA (ALL CHANNELS)	Notes

TICKETING CSA (ALL CHANNELS)

1. Receive call from customer who received a FATU message and needs extra time to resettle or whose card was cancelled due to a FATU

2. ID&V Customer in accordance with current process

3. Search for existing Business Partner [SAP CRM] — Found → 5. Select existing Business Partner [SAP CRM]

Not Found → 4. Create Business Partner and press "Confirm" [SAP CRM]

6. Create Service Ticket from Business Partner [SAP CRM]

7.. Receive correspondence contact from customer who received a FATU message and needs extra time to resettle or whose card was cancelled due to a FATU

8. Open and review Service Ticket [SAP-CRM]

9. Locate customer account in OPUS [OPUS]

10. Has customer's Oyster card already been hotlisted? — Yes → 11. Advise customer of relevant refund details as stated in terms and conditions → 12. Update notes and change Service Ticket status to completed [SAP-CRM]

No ↓

13. Has customer stated that they tried to pay but the payment failed? — Yes → 18. Do addresses registered for payment card and Oyster Online account match? — No → 24. Advise customer to amend the address in their Oyster Online account to match registered payment card address so that payment will be accepted and resubmit before deadline in message as standard resettlement process will start at that point → 25. If customer warrants extra time to settle as a result of an address mismatch, agent should amend repayment date in OPUS and change case notes to "Pending Payment" status → 26. Update notes and change Service Ticket status to completed [SAP-CRM]

18. Yes → 19.Contact chargeback team to run Cybersource checks and advise customer that payment deadline will be extended whilst issue is investigated → 20. Amend resettlement date in OPUS and change case notes to "Pending Payment" status

13. No ↓

14. Card lost, stolen or expired and awaiting replacement — No → 15. Advise customer that deadline cannot be extended and that standard resettlement process will apply → 17. Update notes and change Service Ticket status to completed [SAP-CRM]

14. Yes ↓

16. Does customer warrant extra time to settle? — Yes → 20. Amend resettlement date...

No →

21. Advise customer that payment deadline until standard resettlement process restarts has been extended → 22. Email customer to confirm new deadline by which failed ATU must be settled [SAP-CRM] → 23. Update notes and change Service Ticket status to completed [SAP-CRM]

Notes

1. Reasons why customer could need additional time to pay:
- Customer's credit or debit card has been lost, stolen or has expired and the customer is awaiting the arrival of the replacement card
- Address mismatch – see below points 13 and 20.
- Cybersource issue (payment system/ fraud) – see below point 14.

6. Field data required for Service Ticket:
Overview:
- Description: "Failed ATU"
- Type: "Enquiry"
- Area: "Oyster"
- Reason 1: "Website (including purchases"
- Reason 2: "ATU"
- Reason 3: choose most relevant from: "Making payment for failed ATU", "ATU Cybersource", "ATU failed credit card", "ATU Credit/Debit card update info"
Additional Fields:
- Oyster card number (free text)
- Notes

Agents should always check for any existing Service Ticket related to the current enquiry

7. Service Tickets from email and letter created by Data Entry and Assignment team; Service Tickets from webform allocated directly to processing team

11. OPUS will automatically attempt to resettle the outstanding FATU amount using any existing web account credit in the customer's Oyster online account and any remaining PAYG balance that is available. A refund will automatically be applied by OPUS as web account credit for any remaining PAYG amount if this exceeds the FATU amount. If the customer had a season ticket on the cancelled Oyster card, a pro-rata refund for the season ticket less the FATU amount will automatically be applied by OPUS as web account credit to their Oyster online account; the customer will need to re-purchase any new season ticket they require and add it to their replacement Oyster card.

11, 15, 21, 24. For correspondence items, if customer cannot be reached by phone, then agent should send email. An email should also always be sent to confirm any deadline extension or refusal.

15, 21, 24. Note for standard resettlement process: once deadline has been extended in OPUS by business user (CSA), the case re-enters the standard resettlement process when the deadline expires and the FATU has not been settled. If customer has sufficient web account credit (WAC) to resettle, this will be used for payment. If not, the Oyster card will be hotlisted. If a season ticket is held on the Oyster card, it will be refunded as WAC. Customer will receive notification that the Oyster card has been cancelled. Any PAYG credit and/or WAC will be used to offset the debt and the remainder automatically refunded.

16. Additional time given is at discretion of agent. Factors taken into consideration as to whether to extend the time to settle include:
- Previous good history of managing ATU
- Whether there have been a number of top-ups in a short space of time
- Circumstance around current request for additional time.
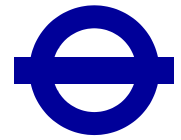
18. Registered address for payment card being used to settle the debt must be the same as customer's address in Oyster Online account otherwise the payment will fail.

19.Cybersource: if the customer's payment did not fail because of an address mismatch, agent should check Cybersource but the matter may need to be investigated by the Chargeback and fraud team. In this case the payment deadline will be extended whilst this is resolved.

20. If customer does not meet extended resettlement date. Standard resettlement process will apply (see above).

25. Address mismatch – customer may warrant a payment deadline extension because they have tried to pay but the payment failed because the registered address for payment card being used to settle the debt was not the same as customer's address in Oyster Online account.

3. Document Approvals

Name	Title	Signature	Date
Evren Altinok	Business Support Manager		10 Jun 2015

Transport for London
Customer Experience

CCO Sourcing – Contract A

28 August 2015

Process – B1.08 Statement Requests

0.   Document Control

0.1   Document Summary

Ver	Date	Author	Changes since previous issue
0.1	05 Feb 2015	Etisyai Ince	First draft
0.2	14 April 2015	William Cheke	Amendments following feedback from Sergius Musekura
0.3	15 April 2015	William Cheke	Amendments following comments from Gina Chin and Nico Williams (CCO)

0.2   File Name & Location

Documen T:\6000 Future Ticketing Products\6100 Future Ticketing Programme\6170 Business Design\61725 CCO Sourcing\Contract 1 - JourneyCall\1 Work in progresst2

0.3   Reference Documents

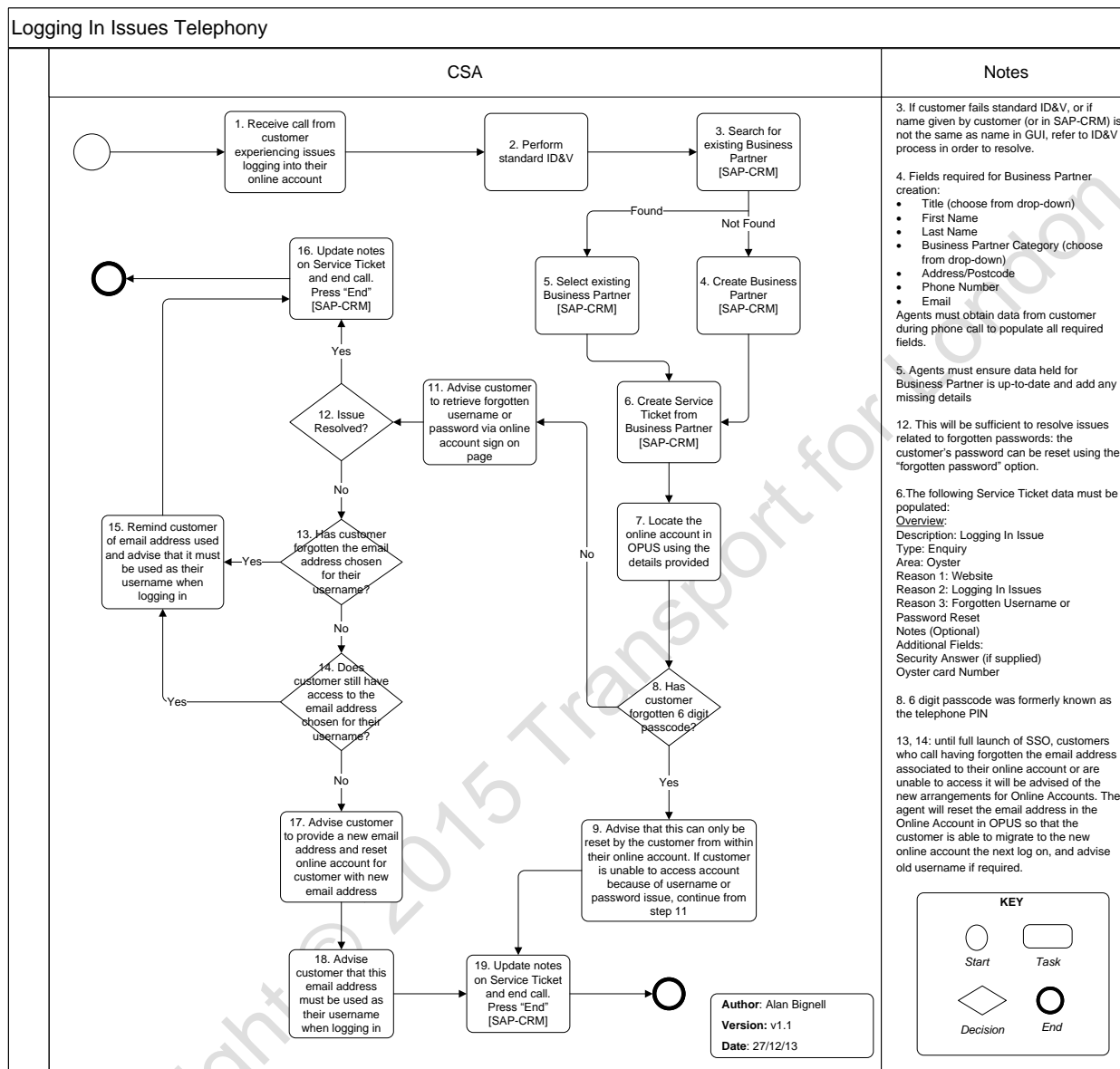| Ref.	Name	File location
RD1	Processes Documentation for all processes in scope for Batch 1	\\cisvfl008\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Full Process Documentation for Batch 1.docx
RD2	Ticketing Calls (T1, T4, T6, T7, T8) - Processes for Batch 1	\\cisvfl008\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Ticketing\Ticketing Calls For BAU\Ticketing Calls for Batch 1.docx

0.4   Document roles

Role	Name	Title
Author	William Cheke	Business Analyst
Owner	Evren Altinok	Business Support Manager

1. Process definition

Process name	Statement Requests
Group	B1 Oyster Telephony
Description	When handling calls from customers requesting an Oyster Journey History statement, agents must follow the "Statement Requests (Telephony)" process, which includes various agent actions to push customers towards self-serve via online account.
	All customers with an Oyster Online account can view journey history going back 8 weeks and can generate and print their own journey history statements and receive an automatic statement by email every week or month. A policy decision was made to stop providing journey history statements to every customer requesting one and instead to offer journey history statements as self-serve via Oyster Online only. There is now an ongoing strategy to push all customers to the self-serve option, although effectively it is envisaged that agents can still provide statements to customers who have a particular special circumstance that means that they are unable (or are temporarily unable) to use an online account.
Activities	[Process not finalised as dependent on policy changes and planned changes in OCTAgone. Process shown in diagram below is a working draft that may subsequently change prior to Batch 1 contracts award.]
SAP CRM reason codes	• Oyster – Statement Request – Statement Request – Statement Request
Notes	

2. Process map

Statement Requests - Telephony Processing

| Processing Team | Notes |

Processing Team flow:

1. Receive call from customer requesting statement
2. Is the Oyster card registered?
   - No → 3. Advise Oyster that they will need to register their Oyster card online and call back to request statement
   - Yes → 4. Obtain name, address and Oyster card number from customer
5. Open SAP CRM and search for existing Business Partner [SAP CRM]
6. Existing Business Partner?
   - No → 7. Create Business Partner [SAP CRM]
   - Yes → 8. Select Business Partner [SAP CRM]
9. Create Service Ticket from Business Partner [SAP CRM]
10. ID&V customer in accordance with current process
    - Failed → 11. Refer to ID&V process
    - Passed → 12. Does customer have an online account?
12. Does customer have an online account?
    - Yes → 13. Advise that statement offer is now via online account only. Advise customer how to obtain statement using online account and offer any assistance required
    - No → 17. Advise that statement offer is now via online account only. Advise customer that a statement going back 8 weeks can be provide today, but that future statements must be obtained via online account
14. Is customer happy to obtain the statement themselves via online account?
    - Yes → 15. Update notes and change Service Ticket status to complete. Press "End"
    - No → 16. Advise customer that a statement going back 8 weeks can be provided if they have a special circumstance. Explain that future statements must be obtained via their online account
18. Create online account for customer if required (advise customer of password, username). Explain process for obtaining statement in online account [OPUS]
19. Is customer happy to obtain future statements themselves via online account?
    - Yes → 21. Enter Oyster card number, select date range and generate PDF statement [OPUS]
    - No → 20. Offer to set up automatic weekly or monthly email option; if customer does not want this, advise that any future requests will be dealt with on a case by case basis
21. Enter Oyster card number, select date range and generate PDF statement [OPUS]
22. Print statement [OPUS]
23. Post statement
24. Update notes and change Service Ticket status to "Completed" [SAP CRM]
25. Select "End" [SAP CRM]

Notes:

6. Fields required for Business Partner creation:
   - Title (choose from drop-down)
   - First Name
   - Last Name
   - Business Partner Category (choose from drop-down)
   - Address/Postcode
   - Phone Number
   - Email
   Agents must obtain data from customer during phone call to populate all required fields.

8. Agents must ensure data held for Business Partner is up-to-date and add any missing details

9. Field data required for Service Ticket:
   Overview:
   - Description: Website failed order
   - Type: Enquiry
   - Area: Oyster
   - Reason 1: Statement request
   - Reason 2: Statement request
   - Reason 3: Statement request
   Additional Fields:
   - Oyster card number
   - Notes (optional)

16. If customer has online account but does not wish to use it, agent should search in SAP-CRM for previous statements related to statement requests and if relevant, reiterate that the offer is online only and propose setting up weekly or monthly automatic email statements.

16. Special circumstances may include:
   - Customer requires printed copy but has no access to printer
   - Customer (temporarily) without internet access
   - Customer (temporarily) without access to personal computer
   - Customers who make a conscious decision not to sign up for an online account but may still require a statement

20. If customer requires a regular statement but does not want to manage it themselves via the online account, offer to set up automatic weekly or monthly statement options for them.

Author: William Cheke
Version: v2.0
Date: 14/04/15

KEY

○	◇
Start	Decision
▭	◎
Task	End

3. Document Approvals

Name	Title	Signature	Date
Evren Altinok	Business Support Manager		10 Jun 2015

Process – B1.09 Website: Logging In Issues

0. Document Control

0.1 Document Summary

Ver	Date	Author	Changes since previous issue
0.1	05 Feb 2015	Etisyai Ince	First draft

0.2 File Name & Location

Documen T:\6000 Future Ticketing Products\6100 Future Ticketing Programme\6170 Business Design\61725 CCO Sourcing\Contract 1 - JourneyCall\1 Work in progresst2

0.3 Reference Documents

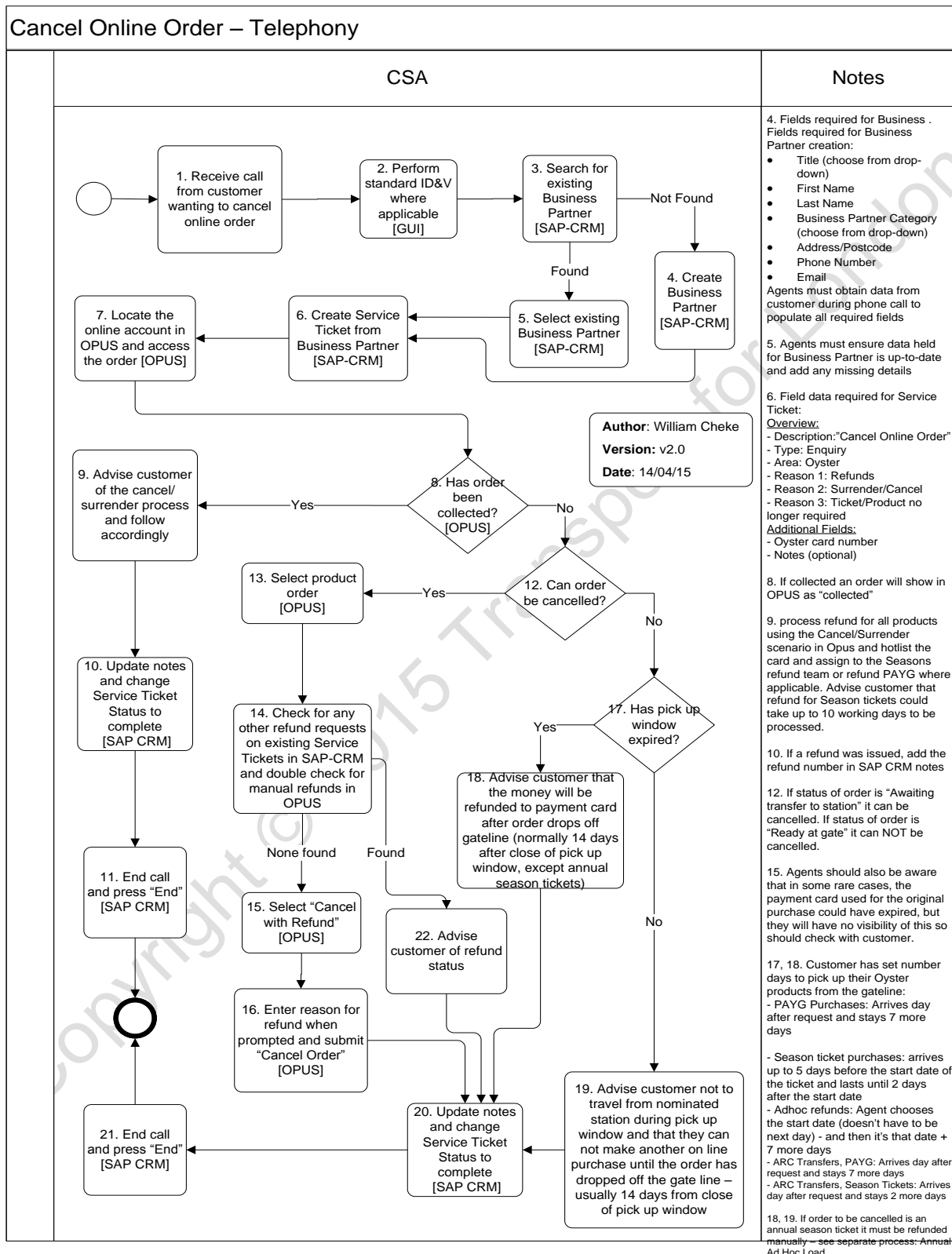| Ref.	Name	File location
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0.4 Document roles

Role	Name	Title
Author		
Owner		

1.   Process definition

Process name	Website: Logging In Issues
Group	B1 Oyster Telephony
Description	Agents must deal with calls from customers who are unable to log into their Oyster Online accounts. TfL has recently introduced new logging-in criteria for its "Single Sign On" online account, which it is hoped will significantly reduce the number of issues faced by customers at the logging in stage. Following the "Website – Logging In Issues (Telephony)" process, agents will be able to resolve any password or username issues easily whilst the customer is on the phone.
Activities	1. Receive call from customer regarding issue logging into their Single Sign On or Oyster Online account. 2. Carry out ID&V in accordance with current procedure. 3. Create Service Ticket in SAP-CRM. 4. Locate customer's Online Account in OPUS. 5. Advise customer that in the event of forgotten username and passwords, access to the TfL Online Account can be restored by selecting either the forgotten username or forgotten password options on the sign in page and entering the relevant details. 6. If customer is unable resolve issue with standard assistance at Online Account sign on page and cannot remember the email address used but still has access to that email address, remind customer of the email address chosen for their username. 7. If customer no longer has access to the email address, ask them to provide a new address and update their online account with the new address in OPUS. Advise the customer that henceforth this must be used as their username when logging in. 8. If customer has forgotten their 6 digit passcode (formerly known as telephone PIN), advise them that it can be reset by the customer only from within their online account and explain procedure. 9. Update notes and change on Service Ticket status to complete. End call and press "End".
SAP CRM reason codes	• Website – Logging In Issues – Forgotten Username • Website – Logging In Issues – Forgotten Password
Notes	

2. Process map

Logging In Issues Telephony

CSA

1. Receive call from customer experiencing issues logging into their online account

2. Perform standard ID&V

3. Search for existing Business Partner [SAP-CRM]

Found / Not Found

5. Select existing Business Partner [SAP-CRM]

4. Create Business Partner [SAP-CRM]

6. Create Service Ticket from Business Partner [SAP-CRM]

7. Locate the online account in OPUS using the details provided

8. Has customer forgotten 6 digit passcode?

9. Advise that this can only be reset by the customer from within their online account. If customer is unable to access account because of username or password issue, continue from step 11

11. Advise customer to retrieve forgotten username or password via online account sign on page

12. Issue Resolved?

16. Update notes on Service Ticket and end call. Press "End" [SAP-CRM]

13. Has customer forgotten the email address chosen for their username?

15. Remind customer of email address used and advise that it must be used as their username when logging in

14. Does customer still have access to the email address chosen for their username?

17. Advise customer to provide a new email address and reset online account for customer with new email address

18. Advise customer that this email address must be used as their username when logging in

19. Update notes on Service Ticket and end call. Press "End" [SAP-CRM]

Author: Alan Bignell
Version: v1.1
Date: 27/12/13

Notes

3. If customer fails standard ID&V, or if name given by customer (or in SAP-CRM) is not the same as name in GUI, refer to ID&V process in order to resolve.

4. Fields required for Business Partner creation:
- Title (choose from drop-down)
- First Name
- Last Name
- Business Partner Category (choose from drop-down)
- Address/Postcode
- Phone Number
- Email

Agents must obtain data from customer during phone call to populate all required fields.

5. Agents must ensure data held for Business Partner is up-to-date and add any missing details

12. This will be sufficient to resolve issues related to forgotten passwords: the customer's password can be reset using the "forgotten password" option.

6.The following Service Ticket data must be populated:
Overview:
Description: Logging In Issue
Type: Enquiry
Area: Oyster
Reason 1: Website
Reason 2: Logging In Issues
Reason 3: Forgotten Username or Password Reset
Notes (Optional)
Additional Fields:
Security Answer (if supplied)
Oyster card Number

8. 6 digit passcode was formerly known as the telephone PIN

13, 14: until full launch of SSO, customers who call having forgotten the email address associated to their online account or are unable to access it will be advised of the new arrangements for Online Accounts. The agent will reset the email address in the Online Account in OPUS so that the customer is able to migrate to the new online account the next log on, and advise old username if required.

KEY

Start   Task

Decision   End

3. Document Approvals

Name	Title	Signature	Date
Evren Altinok	Business Support Manager		10 Jun 2015

Process – B1.10 Website: Cancel Online Order

0.   Document Control

0.1   Document Summary

Ver	Date	Author	Changes since previous issue
0.1	05 Feb 2015	Etisyai Ince	First draft
0.2	14 April 2015	William Cheke	Amendments to process map following feedback from Sergius Musekura

0.2   File Name & Location

T:\6000 Future Ticketing Products\6100 Future Ticketing Programme\6170 Business Design\61725 CCO Sourcing\Contract 1 - JourneyCall\1 Work in progress

0.3   Reference Documents

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0.4   Document roles

Role	Name	Title
Author	William Cheke	Business Analyst
Owner	Evren Altinok	Business Support Manager

1. Process definition

Process name	Website: Cancel Online Order
Group	B1 Oyster Telephony
Description	On some occasions, a customer may purchase a ticketing product via their online account but then no longer need it before it has been loaded to their Oyster card. Agents must follow this process when advising customers on the various options by which such orders can be cancelled.
Activities	1. Receive call from customer who wishes to cancel an online order. 2. Carry out ID&V in accordance with current procedure. 3. Create Service Ticket in SAP-CRM. 4. Enter Oyster card number and locate customer's account in OPUS. 5. If the order has already been collected (order status in OPUS will show as "collected"), advise the customer that it cannot be cancelled and explain the ticket surrender procedure. Update notes in SAP-CRM and change Service Ticket status to complete. End call and press "End". 6. If the order has not been collected and order status in OPUS is "awaiting transfer to station" it can still be cancelled and refunded. Before refunding, check for other existing Service Tickets in SAP-CRM potentially related to the refund, and double-check in OPUS for any corresponding manual refunds. If corresponding refund is found, explain the refund's status to the customer. If no corresponding refund is found, select product order in OPUS and choose "cancel with refund". Enter reason for refund when prompted and press "cancel order". Update notes in SAP-CRM and change Service Ticket status to complete. End call and press "End". 7. If the order has not been collected and the status is showing as "ready at gate", ascertain whether the pick-up window has closed. If it has closed, advise customer that the money will be refunded to payment card after order drops off gateline (normally 14 days after close of pick up window, except in the case of annual season tickets which are refunded manually). If it has not closed, advise customer not to travel from nominated station during pick up window and that they cannot make another on line purchase until the order has dropped off the gate line – usually 14 days from close of pick up window. Update notes in SAP-CRM and change Service Ticket status to complete. End call and press "End".
SAP CRM reason codes	There is no longer a specific code for this; it would have to be logged under cancel/surrender: • Refunds – Cancel/Surrender – Ticket/Product no longer required
Notes	

Transport for London
Customer Experience

CCO Sourcing – Contract 1

28 August 2015

2.   Process map

Cancel Online Order – Telephony

CSA

Notes

Flowchart steps:

1. Receive call from customer wanting to cancel online order
2. Perform standard ID&V where applicable [GUI]
3. Search for existing Business Partner [SAP-CRM]
   - Not Found → 4. Create Business Partner [SAP-CRM]
   - Found → 5. Select existing Business Partner [SAP-CRM]
6. Create Service Ticket from Business Partner [SAP-CRM]
7. Locate the online account in OPUS and access the order [OPUS]
8. Has order been collected? [OPUS]
   - Yes → 9. Advise customer of the cancel/surrender process and follow accordingly
   - No → 12. Can order be cancelled?
9. Advise customer of the cancel/surrender process and follow accordingly
10. Update notes and change Service Ticket Status to complete [SAP CRM]
11. End call and press "End" [SAP CRM]
12. Can order be cancelled?
    - Yes → 13. Select product order [OPUS]
    - No → 17. Has pick up window expired?
13. Select product order [OPUS]
14. Check for any other refund requests on existing Service Tickets in SAP-CRM and double check for manual refunds in OPUS
    - None found → 15. Select "Cancel with Refund" [OPUS]
    - Found → 22. Advise customer of refund status
15. Select "Cancel with Refund" [OPUS]
16. Enter reason for refund when prompted and submit "Cancel Order" [OPUS]
17. Has pick up window expired?
    - Yes → 18. Advise customer that the money will be refunded to payment card after order drops off gateline (normally 14 days after close of pick up window, except annual season tickets)
    - No → 19. Advise customer not to travel from nominated station during pick up window and that they can not make another on line purchase until the order has dropped off the gate line – usually 14 days from close of pick up window
18. Advise customer that the money will be refunded to payment card after order drops off gateline (normally 14 days after close of pick up window, except annual season tickets)
19. Advise customer not to travel from nominated station during pick up window and that they can not make another on line purchase until the order has dropped off the gate line – usually 14 days from close of pick up window
20. Update notes and change Service Ticket Status to complete [SAP CRM]
21. End call and press "End" [SAP CRM]
22. Advise customer of refund status

Author: William Cheke
Version: v2.0
Date: 14/04/15

Notes:

4. Fields required for Business. Fields required for Business Partner creation:
- Title (choose from drop-down)
- First Name
- Last Name
- Business Partner Category (choose from drop-down)
- Address/Postcode
- Phone Number
- Email

Agents must obtain data from customer during phone call to populate all required fields

5. Agents must ensure data held for Business Partner is up-to-date and add any missing details

6. Field data required for Service Ticket:
Overview:
- Description:"Cancel Online Order"
- Type: Enquiry
- Area: Oyster
- Reason 1: Refunds
- Reason 2: Surrender/Cancel
- Reason 3: Ticket/Product no longer required
Additional Fields:
- Oyster card number
- Notes (optional)

8. If collected an order will show in OPUS as "collected"

9. process refund for all products using the Cancel/Surrender scenario in Opus and hotlist the card and assign to the Seasons refund team or refund PAYG where applicable. Advise customer that refund for Season tickets could take up to 10 working days to be processed.

10. If a refund was issued, add the refund number in SAP CRM notes

12. If status of order is "Awaiting transfer to station" it can be cancelled. If status of order is "Ready at gate" it can NOT be cancelled.

15. Agents should also be aware that in some rare cases, the payment card used for the original purchase could have expired, but they will have no visibility of this so should check with customer.

17, 18. Customer has set number days to pick up their Oyster products from the gateline:
- PAYG Purchases: Arrives day after request and stays 7 more days

- Season ticket purchases: arrives up to 5 days before the start date of the ticket and lasts until 2 days after the start date
- Adhoc refunds: Agent chooses the start date (doesn't have to be next day) - and then it's that date + 7 more days
- ARC Transfers, PAYG: Arrives day after request and stays 7 more days
- ARC Transfers, Season Tickets: Arrives day after request and stays 2 more days

18, 19. If order to be cancelled is an annual season ticket it must be refunded manually – see separate process: Annual Ad Hoc Load

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Process – B1.10 Website - Cancel Online Order 0.2   Page 3 of 4

3. Document Approvals

Name	Title	Signature	Date
Evren Altinok	Business Support Manager		10 Jun 2015

Process – B1.11 Website: Failed Online Order

0. Document Control

0.1 Document Summary

Ver	Date	Author	Changes since previous issue
0.1	05 Feb 2015	Etisyai Ince	First draft

0.2 File Name & Location

T:\6000 Future Ticketing Products\6100 Future Ticketing Programme\6170 Business Design\61725 CCO Sourcing\Contract 1 - JourneyCall\1 Work in progress

0.3 Reference Documents

Ref.	Name	File location
RD1	Processes Documentation for all processes in scope for Batch 1	\\cisvfl008\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Full Process Documentation for Batch 1.docx
RD2	Ticketing Calls (T1, T4, T6, T7, T8) - Processes for Batch 1	\\cisvfl008\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Ticketing\Ticketing Calls For BAU\Ticketing Calls for Batch 1.docx

0.4 Document roles

Role	Name	Title
Author	Etisyai Ince	Business Analyst
Owner	Evren Altinok	Business Support Manager

1. Process definition

Process name	Website: Failed Online Order
Group	B1 Oyster Telephony
Description	There are a number of reasons why a ticketing product purchased via a customer's online account could fail to load to the customer's Oyster card. Agents must follow this process when investigating such issues whilst the customer is on the phone. In some cases it will be necessary for Service Tickets related failed online orders to be reassigned to a specialist team within TfL for investigation.
Activities	• Receive call from customer with query around a failed online order (i.e. a product purchased on line that they believe did not load to their Oyster card). • Carry out ID&V in accordance with current procedure and create Service Ticket in SAP-CRM. • If the call relates to a failed annual season ticket purchase, note full details on Service Ticket and advise customer that their issue will be investigated and that they will receive a response within current SLA. Reassign Service Ticket to DEA for onward processing by refunds team in accordance with process: Failed Annual Season Ticket Loads. End call and press "End". • Enter Oyster card number, locate customer's account in OPUS and access the order. • Open OCTAgone and compare data with data in OPUS. Take account of any Service Desk or technical issue updates provided by the Knowledge Team to identify and resolve the customer's issue. If the order shows as "successful" in OPUS but cannot be seen in OCTAgone, then it has not loaded to the customer's card and has failed. • If the failed order shows as "successful" in OPUS and can be seen in OCTAgone then it has loaded to the customer's Oyster card and customer should be advised of the relevant details. Update notes in SAP-CRM and change Service Ticket status to complete. End call and press "End". • If the order failed and the issue can be identified and resolved with no further action, provide customer with an explanation, update notes in SAP-CRM and change Service Ticket status to complete. End call and press "End". • If the order failed and the issue can be identified and resolved but requires an additional refund, provide customer with an explanation and issue the refund according to the relevant process/scenario. Update notes in SAP-CRM (including refund order from OPUS) and change Service Ticket status to complete. End call and press "End". • If the order failed and the issue cannot be identified and resolved, the issue may need to be investigated with Oyster Service Desk. Update notes in SAP-CRM and assign Service Ticket to LU Investigation team*. (Revenue Investigations agent in this team will send hand-off to Oyster Service Desk as per process: Website Technical Issues from step 16). Press "End". *An "assign to" short cut action is being created in SAP-CRM to allow agents to re-assign Service Tickets directly to the Revenue Investigations mailbox in SAP-CRM.
SAP CRM reason codes	• Website (including purchases) – Online Purchase – Failed Ad Hoc Load • Website (including purchases) – Failed Transaction – Cybersource

Notes	•

2.   Process map

Website – Failed Order Telephony

CSA 1st Contact Phone	Notes

CSA 1st Contact Phone (flowchart):

1. Receive call from customer whose online purchase has failed
2. Perform standard ID&V
3. Search for existing Business Partner [SAP-CRM] → Not Found → 4. Create Business Partner [SAP-CRM]
3. → Found → 5. Select existing Business Partner [SAP-CRM]
6. Create Service Ticket from Business Partner [SAP-CRM]
7. Is failed order an annual season ticket order
 - Yes → 8. Note full details on Service Ticket and advise customer that the issue will be investigated → 9. Assign Service ticket to DEA for processing by refunds team. → 10. End call and press "End"
 - No → 11. Locate the online account in OPUS and access the order [OPUS] → 12. Enter Oyster card number into OCTAgone and view card and journey data [OCTAgone]
13. Compare data in OCTAgone and OPUS. Take account of any website issues raised by Service Desk via Knowledge Team updates [OCTAgone/OPUS]
14. Does order show as "successful" in OPUS and loaded to card in OCTAgone?
 - No → 16. Issue identified and can be resolved?
 - Yes → 16. Issue identified and can be resolved?
16. Issue identified and can be resolved?
 - Yes → 17. Order to be refunded?
 - No → 24. Advise customer that issue will be investigated; advise SLA for response → 25. End call → 26. Update notes and assign Service Ticket to LU Revenue Investigations [SAP CRM] → 27. Select "End" [SAP CRM]
15. Advise customer accordingly
17. Order to be refunded?
 - Yes → 18. Select order [OPUS] → 19. Select "Refund Entire Order" [OPUS] → 20. Enter reason for refund when prompted and submit "Refund Order" [OPUS]
 - No → 21. Advise customer of relevant details and reason for issue → 22. Update notes and change Service Ticket Status to complete [SAP CRM] → 23. End call and press "End" [SAP CRM]

Author: Alan Bignell
Version: v1.2
Date: 07/01/14

Notes:

1. If failed order relates to an annual season ticket, confirmation from CUBIC is required and the Service Ticket will be processed by the refunds team in accordance with process: Failed Annual Season Ticket Loads

4. Fields required for Business Partner creation:
- Title (choose from drop-down)
- First Name
- Last Name
- Business Partner Category (choose from drop-down)
- Address/Postcode
- Phone Number
- Email
Agents must obtain data from customer during phone call to populate all required fields.

5. Agents must ensure data held for Business Partner is up-to-date and add any missing details.

6. Field data required for Service Ticket:
Overview:
- Description: Website failed order
- Type: Enquiry
- Area: Oyster
- Reason 1: Website (including purchases)
- Reason 2: Online Purchase
- Reason 3: Failed Ad Hoc Load (Online Purchase)
Additional Fields:
- Oyster card number
- Notes (optional)

13. Updates are sent from Service Desk to CCO detailing any known system or network issues; these are passed to agents through the knowledge team. Agents should take any relevant information into consideration when reviewing failed orders.

14. Agent needs to verify whether the order reached the customer's Oyster card or not. If it is shown as successful on OPUS and not loaded onto the card on OCTAgone, then it has failed.

16. Resolved issues are where customers issue can be identified and an explanation given to the customer with no action required other than potentially issuing a refund.

24. New BACS details should be taken from the customer if they have changed their payment card details since placing the order.

26. Reassign Service Ticket by entering Responsible Group number for LU Revenue Investigations in "Responsible Group" field of "Partners" area of Service Ticket in SAP-CRM*. The investigation team will send a SAP-CRM hand-off to the Oyster Service Desk as per process: Website Technical Issues.

*An "assign to" short cut is being created in SAP-CRM to allow agents to re-assign Service Tickets directly to Revenue Investigations.

3. Document Approvals

Name	Title	Signature	Date
Evren Altinok	Business Support Manager		10 Jun 2015

Process – B1.12 Trade Up

0. Document Control

0.1 Document Summary

Ver	Date	Author	Changes since previous issue
1.0	08 May 2015	Andy Douglas	First issue
1.1	14 May 2015	Andy Douglas	Minor amendments to standardise documents and remove redundant fields

0.2 File Name & Location

T:\6000 Future Ticketing Products\6100 Future Ticketing Programme\6170 Business Design\61725 CCO Sourcing\Contract 1 - JourneyCall\3 Approved\Process – B1.12 Trade Up 1.1.docx

0.3 Reference Documents

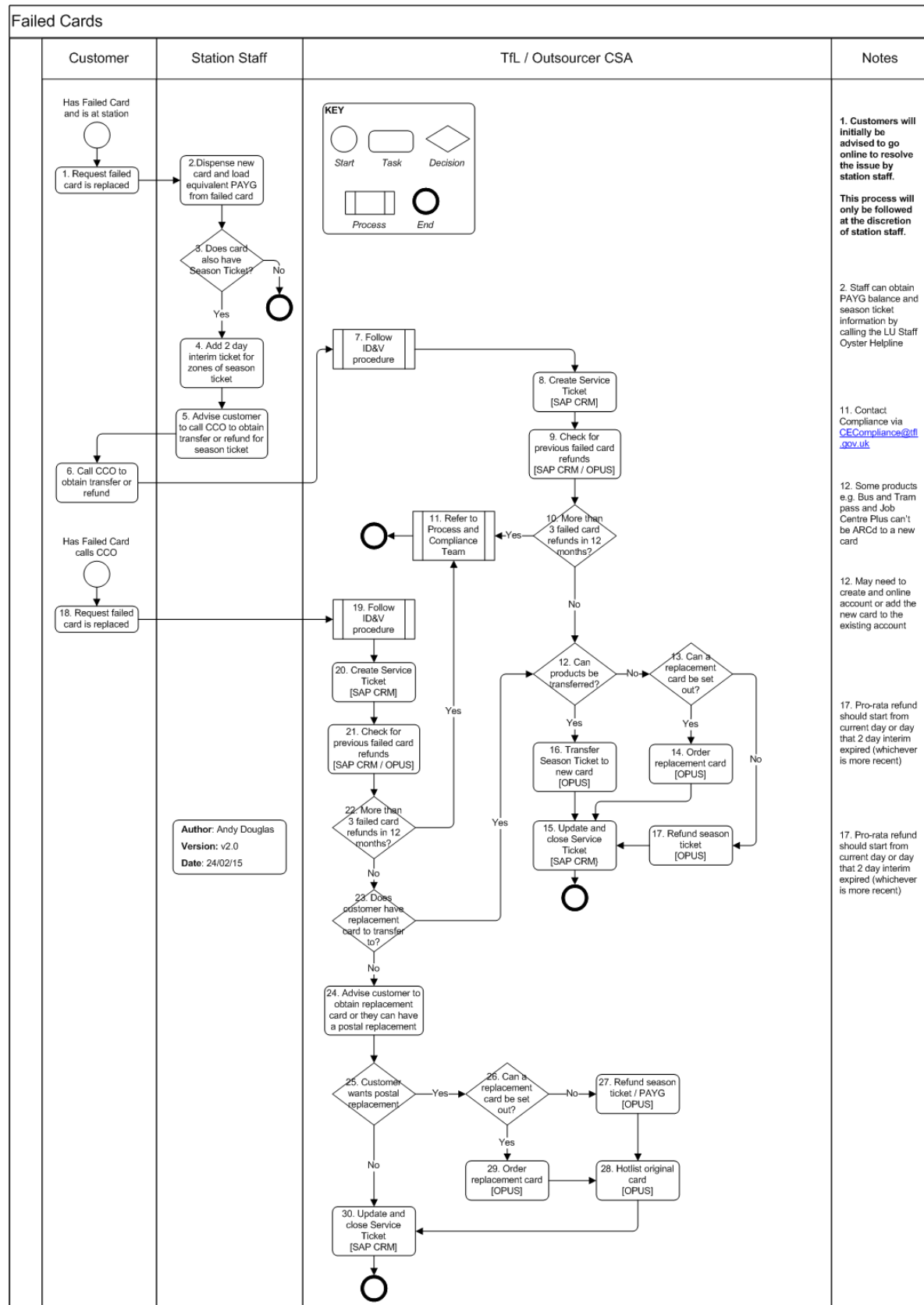| Ref.	Name	File location
RD1	Processes Documentation for all processes in scope for Batch 1	\\cisvfl008\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Full Process Documentation for Batch 1.docx

0.4 Document roles

Role	Name	Title
Author	Andy Douglas	Business Analyst
Owner	Evren Altinok	Business Support Manager

1. Process definition

Process name	Trade Up
Group	B1 Oyster Telephony
Description	This process is followed when a customer requires the season ticket on their Oyster card to be changed to cover more zones or to a zonal combination that costs more than the existing season ticket. Information is passed to the Refunds Team within TfL's Contact Centre Operations area (CCO) to calculate the amount the customer needs to pay. This is then passed to the outsourced to contact the customer to take payment and issue the replacement card. There are exceptions to this based around the remaining duration of the season ticket, the Oyster card's status and where it was purchased from.
Activities	When contacted by a customer requesting to trade up their Oyster card, agents will ID&V the customer and create a Service Ticket. The agent will need to check that the card is eligible to be trade, and if so, advise the customer of the timescales and assign the Service Ticket with all details to the Refunds Team in CCO. The Refunds Team will calculate the refund and amount required to pay to the Outsourcer, who will contact the customer and take payment. The replacement card will be sent out and the original card will be hotlisted by the Outsourcer 72 hours later. After this, the Service Ticket is closed.
SAP CRM reason codes	• Refunds – Exchanges – Trade Up Exchange
Notes	Until all Ticket Offices have closed in 2016, customers will be able to follow the previous process at those stations that still have a Ticket Office. This involves the station passing details to the Refunds Team in CCO to calculate the amount the customer has to pay for the station, who then take payment from the customer at an agreed date in the future.

2. Process map

Trade Up

Customer	TfL CSA	Outsourcer CSA	TfL Refunds team	Notes

Notes column:

Note: For correspondence: The Service Ticket will be created by DEAT (step 17). Steps 16 – 19 will be carried out by the Refunds Team.

1. If a customer wants to arrange a Trade Up in the future, they must be advised to call back at the time they want the Trade Up to take effect

4, 18. Certain products cannot be traded down: Warrants, Trainline / Abellio, William Hill, previously traded and anything relating to a bus pass. There must be at least 1 month and 1 day remaining on the ticket. This can be checked in GUI.

7. All calculations must be based on existing Season Ticket dates

12. Service Tickets relating to Trade Up will have a 3 day SLA to track when card needs to be hotlisted

13. Agent must check that the season ticket on the original card has not been refunded. If it has, the replacement card must be hotlisted.

If not received, the new card should be treated as lost and follow the Lost / Stolen process.

Note: If the original card is hotlisted and the new card has not arrived, the customer is entitled to claim interims for the time they are without a valid season ticket. These will be handled on case by case basis.

Interims to be handled by Outsourcer and will be face value, with evidence required.

SLAs:
- Steps 3-6: One and Done Call, sent to Refunds within 1 hour.
- Steps 7-9: 2 working days
- Steps 10-13: 24 hours
- Steps 16-18: One and Done Call, sent to Refunds within 1 hour.

Note: if this is correspondence, DEA will create and assign Service Ticket to Refunds within 24 hours for steps 16-18.

Process steps:

1. Request to trade up season ticket (e.g. From Z1-3 to Z1-4)
2. Call answered by Outsourcer?
3. Follow ID&V Procedure
4. Can season ticket be traded?
5. Create Service Ticket and advise that it will take 5 days to process and issue the replacement card and someone will call them back within [SAP CRM]
6. Assign Service Ticket to Refunds Team [SAP CRM]
7. Calculate how much customer has to pay
8. Enter calculations into the notes in the Service Ticket along with dates for new odd period ticket. Also add if a Gold Card needs to be manually issued to go with the Oyster card [SAP CRM]
9. Assign Service Ticket to Outsourcer [SAP CRM]
10. Open Service Ticket and contact customer [SAP CRM]
11. Take payment from customer for difference between fares as per notes in Service Ticket [Oyster Online]
12. Order postal replacement of Oyster card with new zonal coverage and dates to customer and record Order number in SAP CRM [SAP CRM / OPUS]
13. Advise that card will be posted and the old one hotlisted in 72 hours along with a refund for any PAYG. Customer should ring if not received in 72 hours.
14. Hotlist Oyster card and refund PAYG from date of hotlisting [OPUS]
15. Update and close Service Ticket [SAP CRM]
16. Advise customer that season ticket can't be traded, create and close Service Ticket [SAP CRM]
17. Follow ID&V Procedure
18. Can season ticket be traded?
19. Advise customer that season ticket can't be traded, create and close Service Ticket [SAP CRM]
19. Create Service Ticket and advise that it will take 5 days to process and issue the replacement card and someone will call them back within this time payment [SAP CRM]
20. Assign Service Ticket to Refunds Team [SAP CRM]

72 Hours

KEY
- Start
- Task
- Decision
- Process
- End

Author: Andy Douglas
Version: v2.1
Date: 23/02/15

3. Document Approvals

Name	Title	Signature	Date
Evren Altinok	Business Support Manager		08 May 2015

Process – B1.13 Trade Down

0. Document Control

0.1 Document Summary

Ver	Date	Author	Changes since previous issue
1.0	08 May 2015	Andy Douglas	First Issue
1.1	14 May 2015	Andy Douglas	Minor amendments to standardise documents and remove redundant fields

0.2 File Name & Location

T:\6000 Future Ticketing Products\6100 Future Ticketing Programme\6170 Business Design\61725 CCO Sourcing\Contract 1 - JourneyCall\3 Approved\Process – B1.13 Trade Down 1.1.docx

0.3 Reference Documents

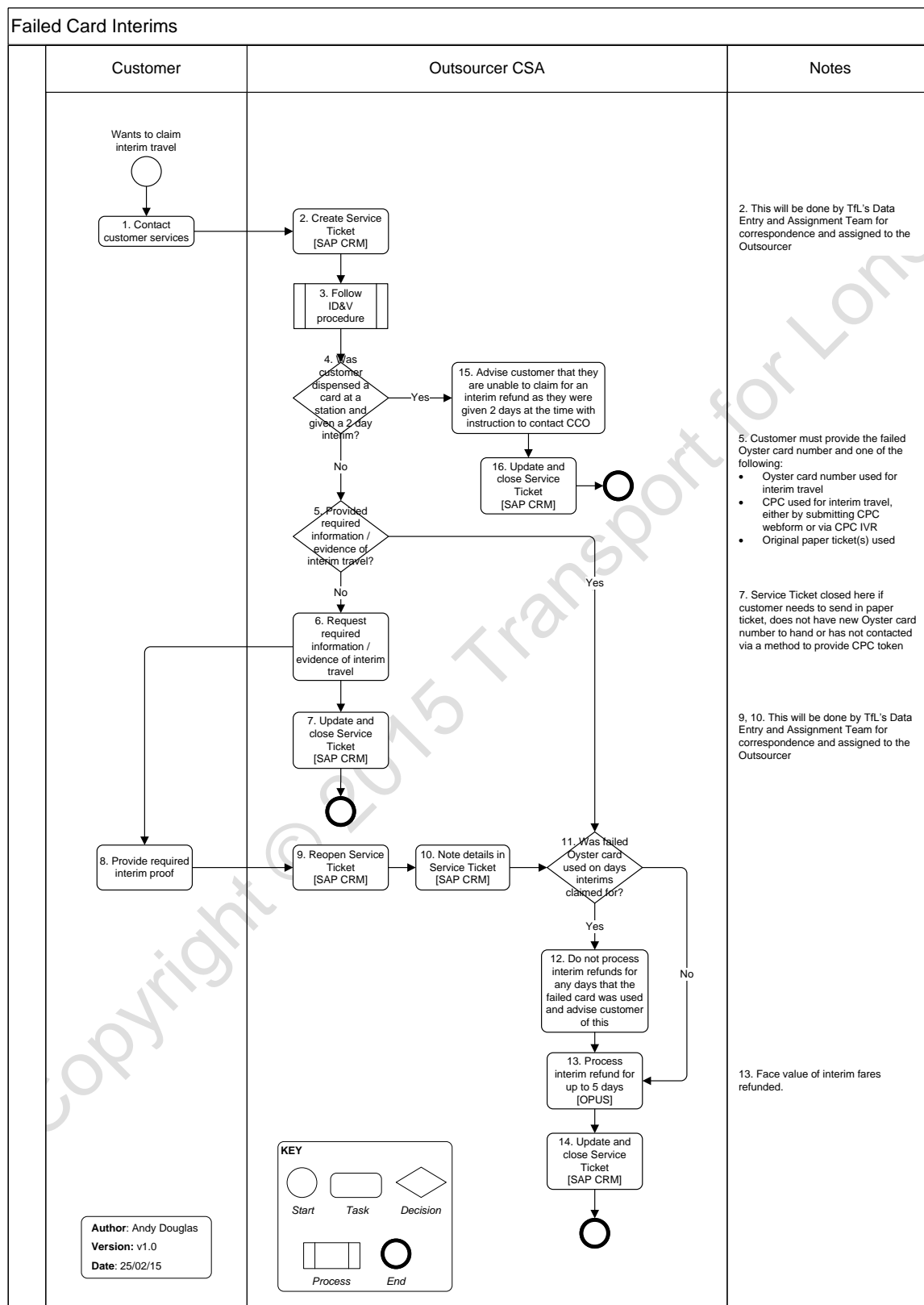| Ref.	Name	File location
RD1	Processes Documentation for all processes in scope for Batch 1	\\cisvfl008\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Full Process Documentation for Batch 1.docx

0.4 Document roles

Role	Name	Title
Author	Andy Douglas	Business Analyst
Owner	Evren Altinok	Business Support Manager

1. Process definition

Process name	B1.13 Trade Down
Group	B1 Oyster Telephony
Description	This process is followed when a customer requires the season ticket on their Oyster card to be changed to cover less zones or to a zonal combination that costs less than the existing season ticket. The replacement card with the new season ticket is sent to the customer and the old one hotlisted after 72 hours. After this, information is passed to the Refunds Team within TfL's Contact Centre Operations area (CCO) to calculate the amount and refund the customer. There are exceptions to this based around the remaining duration of the season ticket, the Oyster card's status and where it was purchased from.
Activities	When contacted by a customer requesting to trade up their Oyster card, agents will ID&V the customer and create a Service Ticket. The agent will need to check that the card is eligible to be trade. If eligible, the agent will order the customer a replacement card with the new zonal coverage to be sent to the customer and record details in the Service Ticket. The customer will be advised that the new card has been ordered and the old one will be hotlisted within 72 hours. The agent will hotlist the card 72 hours later and assign the Service Ticket to the Refunds Team in CCO. The Refunds Team will calculate and make the refund to the customer, before updating and closing the Service Ticket.
SAP CRM reason codes	• Refunds – Exchanges – Trade Down Exchange
Notes	Until all Ticket Offices have closed in 2016, customers will be able to follow the previous process at those stations that still have a Ticket Office. This involves the station passing details to the Refunds Team in CCO to calculate the amount to refund for the station, who make the refund to the customer in person at an agreed date in the future.

2. Process map

Trade Down

Customer	TfL / Journeycall CSA	TfL Refunds team	Notes

Customer column:

○ (Start)

1. Request to trade down season ticket (e.g. From Z1-4 to Z1-3)

TfL / Journeycall CSA column:

17. Follow ID&V Procedure

2. Create Service Ticket [SAP CRM]

3. Can season ticket be traded? — No → 4. Advise customer that season ticket can't be traded, create and close Service Ticket [SAP CRM] → ● (End)

Yes

5. Advise customer that replacement card will be sent out and the existing card will be hot listed in 72 hours and the season ticket will be refunded pro rata for remaining days of zones no longer required and any remaining PAYG from the date of hotlisting

6. Order postal replacement of Oyster card with new zonal coverage and dates to customer. Enter record Order number in SAP CRM and date of order [OPUS / SAP CRM]

72 hours ⏱

7. Hotlist Oyster card and assign Service Ticket to TfL Refunds team [OPUS / SAP CRM] →

SLAs:
- Steps 2-6: One and Done Call
- Step 7 within 1 hour of hotlisting
- Steps 8-11: 2 working days

Note: if this is correspondence, DEA will create and assign Service Ticket to Refunds within 24 hours for step 2.

KEY

○ Start   ▭ Task   ◇ Decision

▭ (Process)   ● End

TfL Refunds team column:

8. Calculate how much customer is due for refund

9. Enter calculations into the notes in the Service Ticket and dates for new odd period ticket [SAP CRM]

10. Refund PAYG and season ticket pro rata [OPUS]

11. Update and close Service Ticket [SAP CRM]

● (End)

Notes column:

For correspondence: step 2 will be carried out by DEAT. Steps 3 to 6 will be carried out by the TfL Refunds Team. Step 7 not required.

1. The change may have the same number of zones, but cost less e.g. Z2-3 is cheaper than Z1-2

If a customer wants to arrange a Trade Down in the future, they must be advised to call back at the time they want the Trade Up to take effect

5. All calculations must be based on existing Service Ticket dates.
Agent will need to discount the full amount for the new card.

3. Certain products cannot be traded down: Warrants, Trainline / Abellio, William Hill, previously traded and anything relating to a bus pass. There must be at least 1 month and 1 day remaining on the ticket. This can be checked in GUI.

5 and 6. If it's correspondence, contact customer at this point to advise them of what will happen.

8. Season ticket refund should be from the replacement date.

If the products were bought on line, the refund can be made to the payment card (if the card details were saved), if not they will be made to the customer by BACS.

Agent must check that the season ticket on the original card has not been refunded. If it has, the replacement card must be hotlisted.

9. Service Tickets relating to Trade Up will have a 3 day SLA to track when card needs to be hotlisted

Note: If the original card is hotlisted and the new card has not arrived, the customer is entitled to claim interims for the time they are without a valid season ticket. These will be handled on case by case basis.

Interims to be handled by Journeycall and will be face value, with evidence required.

Author: Andy Douglas
Version: v3.0
Date: 23/02/15

3. Document Approvals

Name	Title	Signature	Date
Evren Altinok	Business Support Manager		08 May 2015

Process – B1.14 Failed Cards

0. Document Control

0.1 Document Summary

Ver	Date	Author	Changes since previous issue
1.0	08 May 2015	Andy Douglas	First Issue
1.1	14 May 2015	Andy Douglas	Minor amendments to standardise documents and remove redundant fields

0.2 File Name & Location

T:\6000 Future Ticketing Products\6100 Future Ticketing Programme\6170 Business Design\61725 CCO Sourcing\Contract 1 - JourneyCall\3 Approved\Process – B1.14 Failed Cards 1.1.docx

0.3 Reference Documents

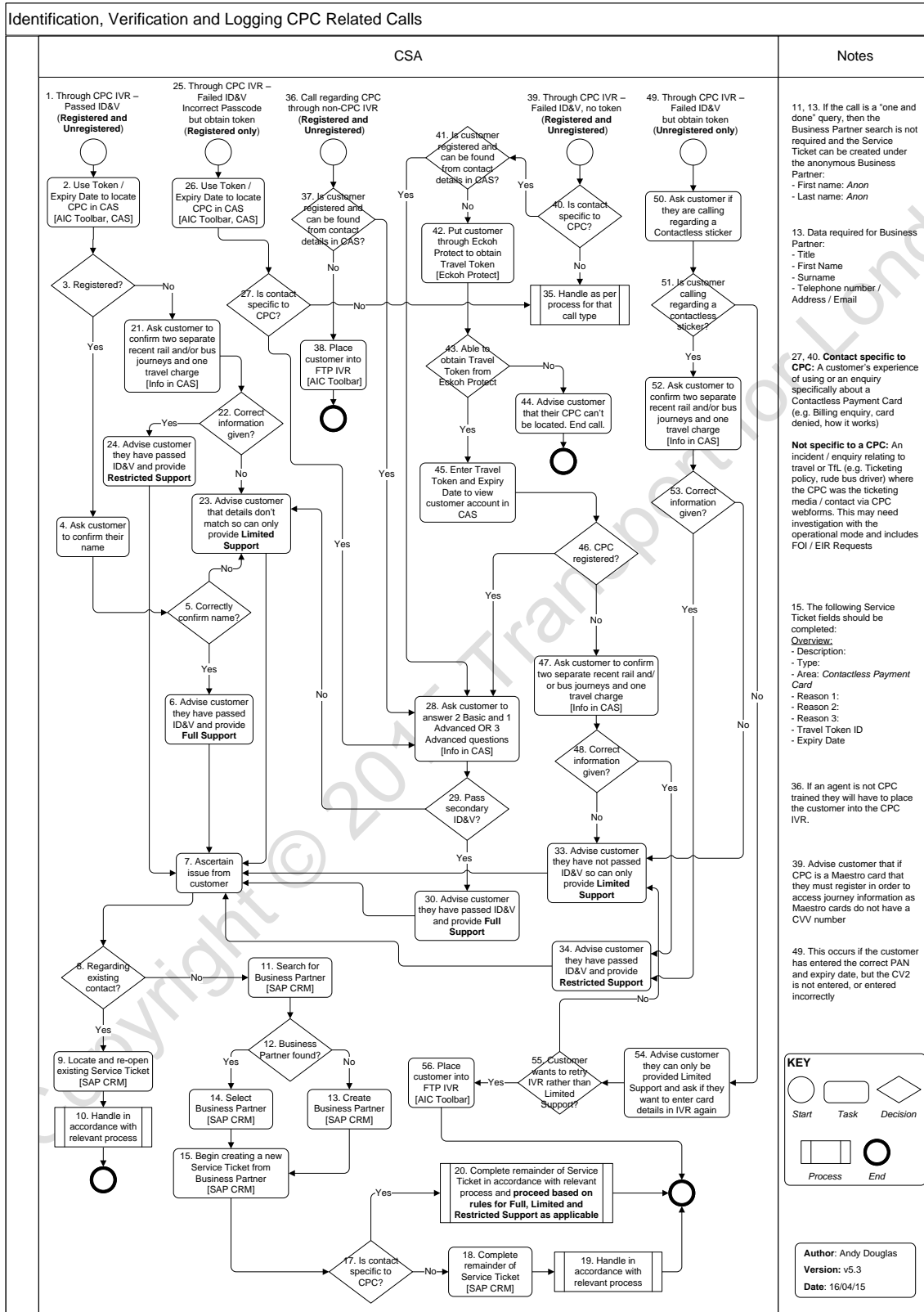| Ref.	Name	File location
RD1	Processes Documentation for all processes in scope for Batch 1	\\cisvfl008\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Full Process Documentation for Batch 1.docx

0.4 Document roles

Role	Name	Title
Author	Andy Douglas	Business Analyst
Owner	Evren Altinok	Business Support Manager

1. Process definition

Process name	B1.14 Failed Cards
Group	B1 Oyster Telephony
Description	Customers have a number of options available to them if their Oyster card has failed. They can resolve the issue completely online or at a station they can be dispensed with the equivalent Pay As You Go. If they have a season ticket on their Oyster card, station staff can add a 2 day season ticket to the replacement card and will need to contact Contact Centre Operations (CCO) or go online to transfer the products to a new card. The customer may also ring up in the event of a failed card.
	If the customer contacts TfL, they will be subject to ID&V and the agent will transfer the products, refund the customer or order a postal replacement depending on the type of products.
Activities	If a customer insists on having their failed Oyster card replaced at a station, station staff will dispense a new Oyster card and load equivalent PAYG. If they have no season ticket, then no further action is required. If their failed card did have a season ticket, then the station staff will load a season ticket with the same zones, valid for 2 days. The customer is given a slip with the failed card number and advised to contact CCO.
	On contacting CCO, the agent with carry out ID&V and create a Service Ticket in SAP CRM. They will use SAP CRM and OPUS to check whether the customer has contacted them about a failed card more than 3 times in 12 months and refer to the CCO Compliance team if so.
	If the products on the failed Oyster card can't be transferred to the new card, a postal replacement will be issued by the Agent. If a postal replacement is not possible, the customer will be refunded.
	Should a customer call up without visiting a station, the Agent will follow the same process, though if the customer does not have a replacement card to transfer the products to, they will be advised to obtain one or be issued a postal replacement.
SAP CRM reason codes	• Lost/Stolen/Failed Adult Card – Failed – Replacement Arc • Lost/Stolen/Failed Adult Card – Failed – Replacement Postal • Lost/Stolen/Failed Adult Card – Failed – Policy • Lost/Stolen/Failed Adult Card – Failed – One and Done Refund • Lost/Stolen/Failed Adult Card – Failed – Failed ID&V
Notes	

2.   Process map

Failed Cards

Customer	Station Staff	TfL / Outsourcer CSA	Notes

Has Failed Card and is at station

KEY
Start | Task | Decision
Process | End

1. Request failed card is replaced

2. Dispense new card and load equivalent PAYG from failed card

3. Does card also have Season Ticket? — No / Yes

4. Add 2 day interim ticket for zones of season ticket

5. Advise customer to call CCO to obtain transfer or refund for season ticket

6. Call CCO to obtain transfer or refund

7. Follow ID&V procedure

8. Create Service Ticket [SAP CRM]

9. Check for previous failed card refunds [SAP CRM / OPUS]

10. More than 3 failed card refunds in 12 months? — Yes / No

11. Refer to Process and Compliance Team

Has Failed Card calls CCO

18. Request failed card is replaced

19. Follow ID&V procedure

20. Create Service Ticket [SAP CRM]

21. Check for previous failed card refunds [SAP CRM / OPUS]

22. More than 3 failed card refunds in 12 months? — No

23. Does customer have replacement card to transfer to? — No

12. Can products be transferred? — No / Yes

13. Can a replacement card be set out? — Yes / No

16. Transfer Season Ticket to new card [OPUS]

14. Order replacement card [OPUS]

15. Update and close Service Ticket [SAP CRM]

17. Refund season ticket [OPUS]

24. Advise customer to obtain replacement card or they can have a postal replacement

25. Customer wants postal replacement — Yes / No

26. Can a replacement card be set out? — No / Yes

27. Refund season ticket / PAYG [OPUS]

29. Order replacement card [OPUS]

28. Hotlist original card [OPUS]

30. Update and close Service Ticket [SAP CRM]

Author: Andy Douglas
Version: v2.0
Date: 24/02/15

Notes:

1. Customers will initially be advised to go online to resolve the issue by station staff.

This process will only be followed at the discretion of station staff.

2. Staff can obtain PAYG balance and season ticket information by calling the LU Staff Oyster Helpline

11. Contact Compliance via CECompliance@tfl.gov.uk

12. Some products e.g. Bus and Tram pass and Job Centre Plus can't be ARCd to a new card

12. May need to create and online account or add the new card to the existing account

17. Pro-rata refund should start from current day or day that 2 day interim expired (whichever is more recent)

17. Pro-rata refund should start from current day or day that 2 day interim expired (whichever is more recent)

3. Document Approvals

Name	Title	Signature	Date
Evren Altinok	Business Support Manager		08 May 2015

Process – B1.15 Failed Card Interim

0. Document Control

0.1 Document Summary

Ver	Date	Author	Changes since previous issue
1.0	08 May 2015	Andy Douglas	First issue
1.1	14 May 2015	Andy Douglas	Minor amendments to standardise documents and remove redundant fields

0.2 File Name & Location

T:\6000 Future Ticketing Products\6100 Future Ticketing Programme\6170 Business Design\61725 CCO Sourcing\Contract 1 - JourneyCall\3 Approved\Process – B1.15 Failed Card Interim 1.1.docx

0.3 Reference Documents

Ref.	Name	File location
RD1	Processes Documentation for all processes in scope for Batch 1	\\cisvfl008\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Full Process Documentation for Batch 1.docx

0.4 Document roles

Role	Name	Title
Author	Andy Douglas	Business Analyst
Owner	Evren Altinok	Business Support Manager

1. Process definition

Process name	Failed Cards Interim
Group	B1 Oyster Telephony
Description	If a customer has a failed card they are entitled to claim for interim travel for up to 5 days, providing certain conditions are met. The customer will need to provide evidence of interim travel and not have used the card they are claiming has failed.
Activities	Customer contacts TfL to claim interim travel for their failed Oyster card where a Service Ticket is created and they are taken through the Identification and Verification (ID&V) process.
	If the customer was issued with a 2 day interim season ticket by station staff when their card failed, they are not entitled to claim for Interim travel.
	The customer will need to provide evidence of interim travel for the days they are claiming for, either an Oyster card number, Contactless Payment Card (CPC) token or paper ticket. For paper tickets, or if the customer does not have the Oyster card number or CPC token to hand, the customer will be asked to submit the original paper ticket or call back with Oyster / CPC token number and the Service Ticket closed. If the paper ticket is sent in, it will be attached to the Service Ticket and assigned to the Outsourcer by TfL's Data Entry and Assignment Team.
	The original Service Ticket will be reopened and the interim refunds processed in OPUS. If the failed Oyster card was used on a day that is being claimed for, the customer will be advised that they are not entitled to a refund for those days. Refunds are made at the face value of the interim travel.
	The Service Ticket is updated and closed.
SAP CRM reason codes	• Refunds – Interim – Failed Card
Notes	

2. Process map

Failed Card Interims

Customer	Outsourcer CSA	Notes

Wants to claim interim travel

1. Contact customer services

2. Create Service Ticket [SAP CRM]

3. Follow ID&V procedure

4. Was customer dispensed a card at a station and given a 2 day interim? — Yes → 15. Advise customer that they are unable to claim for an interim refund as they were given 2 days at the time with instruction to contact CCO

16. Update and close Service Ticket [SAP CRM]

5. Provided required information / evidence of interim travel?

6. Request required information / evidence of interim travel

7. Update and close Service Ticket [SAP CRM]

8. Provide required interim proof

9. Reopen Service Ticket [SAP CRM]

10. Note details in Service Ticket [SAP CRM]

11. Was failed Oyster card used on days interims claimed for? — Yes / No

12. Do not process interim refunds for any days that the failed card was used and advise customer of this

13. Process interim refund for up to 5 days [OPUS]

14. Update and close Service Ticket [SAP CRM]

KEY
Start — Task — Decision — Process — End

Author: Andy Douglas
Version: v1.0
Date: 25/02/15

Notes:
2. This will be done by TfL's Data Entry and Assignment Team for correspondence and assigned to the Outsourcer

5. Customer must provide the failed Oyster card number and one of the following:
- Oyster card number used for interim travel
- CPC used for interim travel, either by submitting CPC webform or via CPC IVR
- Original paper ticket(s) used

7. Service Ticket closed here if customer needs to send in paper ticket, does not have new Oyster card number to hand or has not contacted via a method to provide CPC token

9, 10. This will be done by TfL's Data Entry and Assignment Team for correspondence and assigned to the Outsourcer

13. Face value of interim fares refunded.

3. Document Approvals

Name	Title	Signature	Date
Evren Altinok	Business Support Manager		08 May 2015

Process – B2.01 Identification, Verification and Logging CPC Related Calls

0.   Document Control

0.1   Document Summary

Ver	Date	Author	Changes since previous issue
1.0	20 Apr 2015	Andy Douglas	First Issue
1.1	14 May 2015	Andy Douglas	Minor amendments to standardise documents and remove redundant fields

0.2   File Name & Location

T:\6000 Future Ticketing Products\6100 Future Ticketing Programme\6170 Business Design\61725 CCO Sourcing\Contract 1 - JourneyCall\3 Approved\Process – B2.01 Identification, Verification and Logging CPC Related Calls 1.1.doc

0.3   Reference Documents

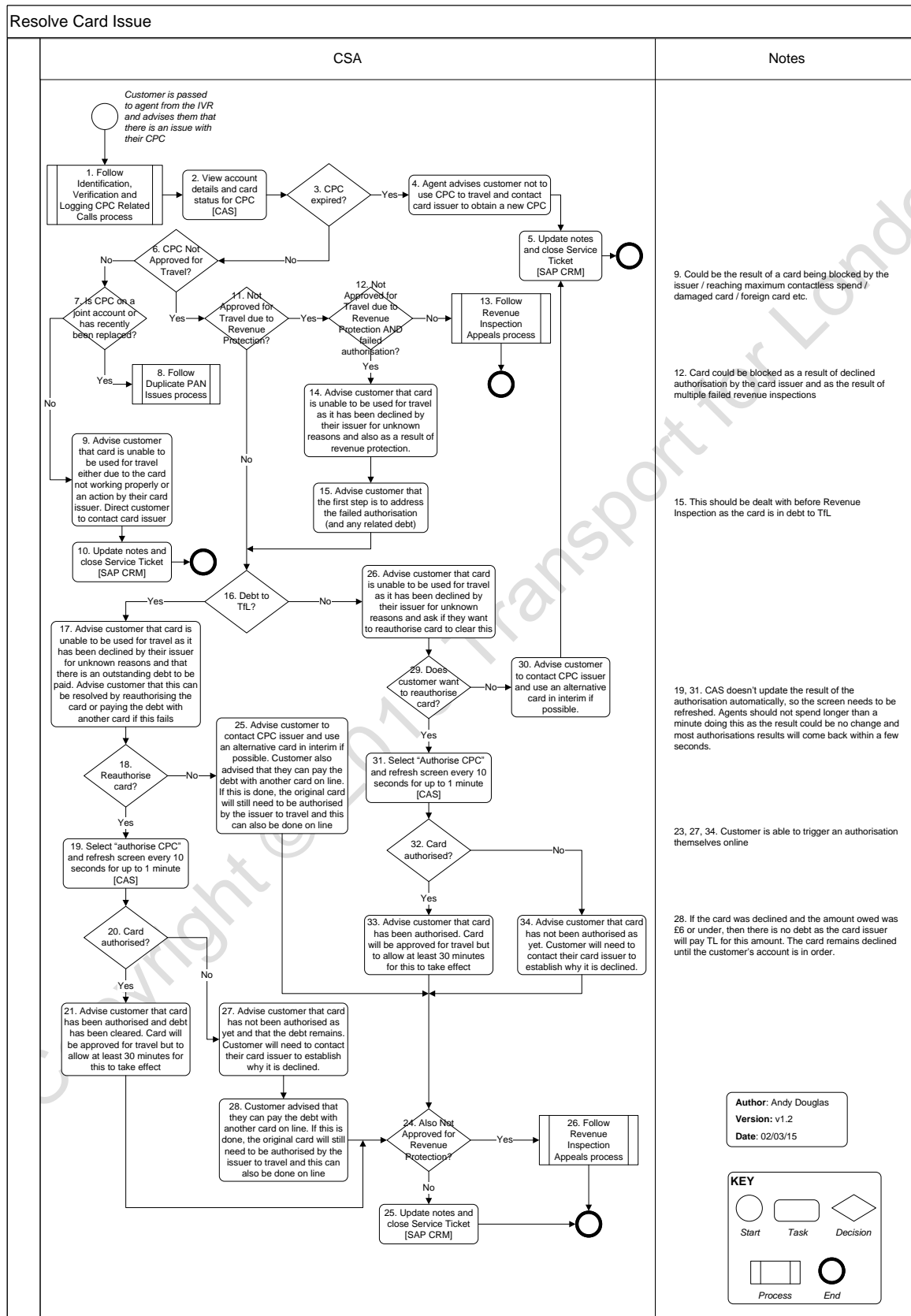| Ref.	Name	File location
RD1	Processes Documentation for all processes in scope for Batch 1	\\cisvfl008\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Full Process Documentation for Batch 1.docx

0.4   Document roles

Role	Name	Title
Author	Andy Douglas	Business Analyst
Owner	Evren Altinok	Business Support Manager

1. Process definition

Process name	Identification, Verification and Logging CPC Related Calls
Group	B2 CPC Telephony
Description	Process details how calls are handled based on registration status of Contactless Payment Card (CPC) and whether they customer has passed ID&V (Identification and Verification). It details what level of information can be disclosed to a customer based on ID&V rules and how / when a Service Ticket is created in SAP CRM
Activities	A customer can call TfL regarding their CPC and is prompted to enter the Primary Account Number (PAN) and Expiry Date by the automated system. If the CPC is registered, they need to enter a 6 digit passcode (created when their account was created) or the CVV number from the back of the CPC if unregistered. This provides the agent with a tokenised version of the PAN to allow the agent to locate the customer on the Customer Account System. If they are unregistered, the customer is required to answer further questions to ensure that the agent is dealing with the cardholder. Depending on whether different information entered by the customer on the telephony system is correct, the token may or may not be obtained through the system and customers may need to provide additional detail. If no token was obtained using the automated telephony, agents may be able to use the Eckoh Protect facility, which allows for customers to enter their CPC details over the phone in a PCI compliant manner to obtain a token. Based on the outcome of the ID&V process defined, agents are able to provide one of the following levels of support: • *Full Support (*registered only) – able to discuss all aspects of the customer's account, CPCs and payment and journey history. • *Restricted Support* - able to discuss all aspects of the customer's account, CPCs and payment and journey history, but only for the past 7 days. Information further back can be discussed, providing the customer gives specific detail on the transaction in question • *Limited Support* – able to complete a journey specified by the customer Once this ID&V process is complete and the level of support established, a Service Ticket is created and the relevant process followed.
SAP CRM reason codes	N/A - Will be based on the subject matter of the call.
Notes	

2.   Process map

Identification, Verification and Logging CPC Related Calls

CSA | Notes

KEY

Start · Task · Decision · Process · End

Author: Andy Douglas
Version: v5.3
Date: 16/04/15

3.   Supporting Material

3.1   Secondary Questions

The table below lists the information that registered customers must confirm if they do not pass the Security Question check within the IVR:

Registration status:	Registered	
Level	**Rule**	**Item description**
Basic	**Two** items must be confirmed from the Basic list	• Full name • The full address held within CASC/SSO • Telephone number • Email address

Advanced	The full **Account Security Question Answer** should be confirmed
	OR
	Three other items from the Advanced list must be confirmed
		• The full security question answer
		• **Two** separate rail and/or bus journeys must be confirmed:
		   ○ The start and end point, and approximate times of a rail journey
		   ○ The route number and approximate time of a bus journey
		• Card nickname (if applicable)
		• Last four digits of CPC (if applicable[1])
		• The exact amount and approximate date (within 2 days) of a travel charge

3.2   Support Levels

Full Support

The agent can:
• **Release information** to the customer relating to the full 13 months of journey and charging history & provide verbal confirmation of journeys (e.g. to provide explanation of charges)
• **Provide refunds** for incomplete journeys over the previous 8 weeks
• **Confirm card status** (for example to confirm to the customer that their card is not approved for travel for revenue protection reasons)
• **Submit an authorisation request** at the request of a customer if their card is currently not approved for travel
• **Update the customer's personal details**
• **Provide general information**

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[1] This question is only applicable if the customer has not entered their CPC details within the IVR (i.e. the agent has searched for the customer's account using their name/address)

Restricted Support

As per full support with the following exceptions:
- The agent must only release information to the customer relating to their journey and charging history and/or provide verbal confirmation of journeys for the **previous 7 days**
- Agents can assist customers with journeys and charges beyond the previous 7 days using **Targeted Enquiries**

Limited Support

The agent can:
- Submit an incomplete journey request on behalf of the customer using the self-serve refund process within the Customer Account System. The refund must be processed back to the original contactless payment card
- Provide general CPC information

The agent must not:
- Release or confirm any journey or charging history to the customer
- Release or confirm any piece of account or card information (for example, the card travel status)
- Submit an authorisation request on behalf of the customer
- Update the customer's personal details

3.3 Targeted Enquiries

Agents must be cautious about releasing journey and charging information beyond the previous 7 days to verified unregistered customers.

If a verified unregistered customer wishes to query a journey or charge beyond the previous 7 days, but within the previous 8 weeks, the agent must treat this as a Targeted Enquiry.

For each Targeted Enquiry, the customer must confirm the following information for each query:

- Date of charge or journey (within 2 days)
- Exact amount charged

4. Document Approvals

Name	Title	Signature	Date
Evren Altinok	Business Support Manager		20 Apr 2015

Process – B2.02 Resolve CPC Issues

0. Document Control

0.1 Document Summary

Ver	Date	Author	Changes since previous issue
1.0	20 Apr 2015	Andy Douglas	First Issue
1.1	14 May 2015	Andy Douglas	Minor amendments to standardise documents and remove redundant fields

0.2 File Name & Location

T:\6000 Future Ticketing Products\6100 Future Ticketing Programme\6170 Business Design\61725 CCO Sourcing\Contract 1 - JourneyCall\3 Approved\Process – B2.02 Resolve CPC Issues 1.1.doc

0.3 Reference Documents

Ref.	Name	File location
RD1	Processes Documentation for all processes in scope for Batch 1	\\cisvfl008\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Full Process Documentation for Batch 1.docx

0.4 Document roles

Role	Name	Title
Author	Andy Douglas	Business Analyst
Owner	Evren Altinok	Business Support Manager

1. Process definition

Process name	Resolve CPC Issues
Group	B2 CPC Telephony
Description	There are a number of issues around Contactless Payment Cards (CPCs) that mean they can not be used for travel. These are primarily: • Expired CPC • CPC not approved for travel due to revenue inspection • CPC not approved for travel as the card issuer has declined the transaction This process defines what actions Agents can take to assist the customer based on the status of the CPC.
Activities	Following the Logging CPC Calls process, an Agent will look in the Customer Account System (CAS) to see the status of the CPC in question. If the CPC has expired, the Agent will inform the customer that this is the reason the card is unable to travel and close the Service Ticket. If CAS shows that the CPC is approved for travel, then the Agent will advise the customer to contact their card issuer and close the Service Ticket. If the card is not approved for travel, the Agent will be able to see if the CPC is not approved for travel because of revenue inspection or because it has been declined by the card issuer. If the card is not approved for travel due to revenue inspection only, Agents will follow the Revenue Inspection Appeals process. If the card is not approved for travel due to revenue inspection AND issuer decline, the customer will be advised to follow the steps for issuer decline and then the Revenue Inspection Appeals process. If the CPC is issuer declined, it may or may not have a debt associated with it (if the amount was £6 or under, the CPC issuer will pay TfL). If there is no debt, the Agent can authorise the CPC for the customer – if successful, the customer is advised to wait 30 minutes before using for travel and the Service Ticket is closed. If there is debt, the Agent can authorise the CPC for the customer, which may be approved by the issuer and the debt settled – in this instance, the customer is advised to wait 30 minutes before using for travel and the Service Ticket is closed. If not approved, the customer is advised to pay off the debt themselves online using another card. Once done, the customer will be advised that they will still need to authorise their CPC (which can be done by the customer online or calling TfL), after which the Service Ticket is closed.
SAP CRM reason codes	• Card Problem – Card Denied – Denied by TfL • Card Problem – Card not Working – Card not Working • Card Problem – Error Message – Error Message
Notes	

2. Process map

Resolve Card Issue

CSA	Notes

Customer is passed to agent from the IVR and advises them that there is an issue with their CPC

1. Follow Identification, Verification and Logging CPC Related Calls process

2. View account details and card status for CPC [CAS]

3. CPC expired? — Yes →

4. Agent advises customer not to use CPC to travel and contact card issuer to obtain a new CPC

5. Update notes and close Service Ticket [SAP CRM]

6. CPC Not Approved for Travel? — No (from decision 3)

7. Is CPC on a joint account or has recently been replaced?

8. Follow Duplicate PAN Issues process — Yes

11. Not Approved for Travel due to Revenue Protection? — Yes

12. Not Approved for Travel due to Revenue Protection AND failed authorisation? — Yes →

13. Follow Revenue Inspection Appeals process

14. Advise customer that card is unable to be used for travel as it has been declined by their issuer for unknown reasons and also as a result of revenue protection.

15. Advise customer that the first step is to address the failed authorisation (and any related debt)

9. Advise customer that card is unable to be used for travel either due to the card not working properly or an action by their card issuer. Direct customer to contact card issuer

10. Update notes and close Service Ticket [SAP CRM]

16. Debt to TfL? — Yes / No

26. Advise customer that card is unable to be used for travel as it has been declined by their issuer for unknown reasons and ask if they want to reauthorise card to clear this

29. Does customer want to reauthorise card? — No →

30. Advise customer to contact CPC issuer and use an alternative card in interim if possible.

17. Advise customer that card is unable to be used for travel as it has been declined by their issuer for unknown reasons and that there is an outstanding debt to be paid. Advise customer that this can be resolved by reauthorising the card or paying the debt with another card if this fails

18. Reauthorise card? — No →

25. Advise customer to contact CPC issuer and use an alternative card in interim if possible. Customer also advised that they can pay the debt with another card on line. If this is done, the original card will still need to be authorised by the issuer to travel and this can also be done on line

31. Select "Authorise CPC" and refresh screen every 10 seconds for up to 1 minute [CAS]

32. Card authorised? — Yes / No

19. Select "authorise CPC" and refresh screen every 10 seconds for up to 1 minute [CAS]

20. Card authorised? — Yes / No

33. Advise customer that card has been authorised. Card will be approved for travel but to allow at least 30 minutes for this to take effect

34. Advise customer that card has not been authorised as yet. Customer will need to contact their card issuer to establish why it is declined.

21. Advise customer that card has been authorised and debt has been cleared. Card will be approved for travel but to allow at least 30 minutes for this to take effect

27. Advise customer that card has not been authorised as yet and that the debt remains. Customer will need to contact their card issuer to establish why it is declined.

28. Customer advised that they can pay the debt with another card on line. If this is done, the original card will still need to be authorised by the issuer to travel and this can also be done on line

24. Also Not Approved for Revenue Protection? — Yes →

26. Follow Revenue Inspection Appeals process

25. Update notes and close Service Ticket [SAP CRM] — No

Notes:

9. Could be the result of a card being blocked by the issuer / reaching maximum contactless spend / damaged card / foreign card etc.

12. Card could be blocked as a result of declined authorisation by the card issuer and as the result of multiple failed revenue inspections

15. This should be dealt with before Revenue Inspection as the card is in debt to TfL

19, 31. CAS doesn't update the result of the authorisation automatically, so the screen needs to be refreshed. Agents should not spend longer than a minute doing this as the result could be no change and most authorisations results will come back within a few seconds.

23, 27, 34. Customer is able to trigger an authorisation themselves online

28. If the card was declined and the amount owed was £6 or under, then there is no debt as the card issuer will pay TfL for this amount. The card remains declined until the customer's account is in order.

Author: Andy Douglas
Version: v1.2
Date: 02/03/15

KEY

Start | Task | Decision
Process | End

3. Document Approvals

Name	Title	Signature	Date
Evren Altinok	Business Support Manager		20 Apr 2015

Process – B2.03 Incomplete Journeys

0. Document Control

0.1 Document Summary

Ver	Date	Author	Changes since previous issue
1.0	20 Apr 2015	Andy Douglas	First Issue
1.1	14 May 2015	Andy Douglas	Minor amendments to standardise documents and remove redundant fields

0.2 File Name & Location

T:\6000 Future Ticketing Products\6100 Future Ticketing Programme\6170 Business Design\61725 CCO Sourcing\Contract 1 - JourneyCall\3 Approved\Process – B2.03 Incomplete Journeys 1.1.doc

0.3 Reference Documents

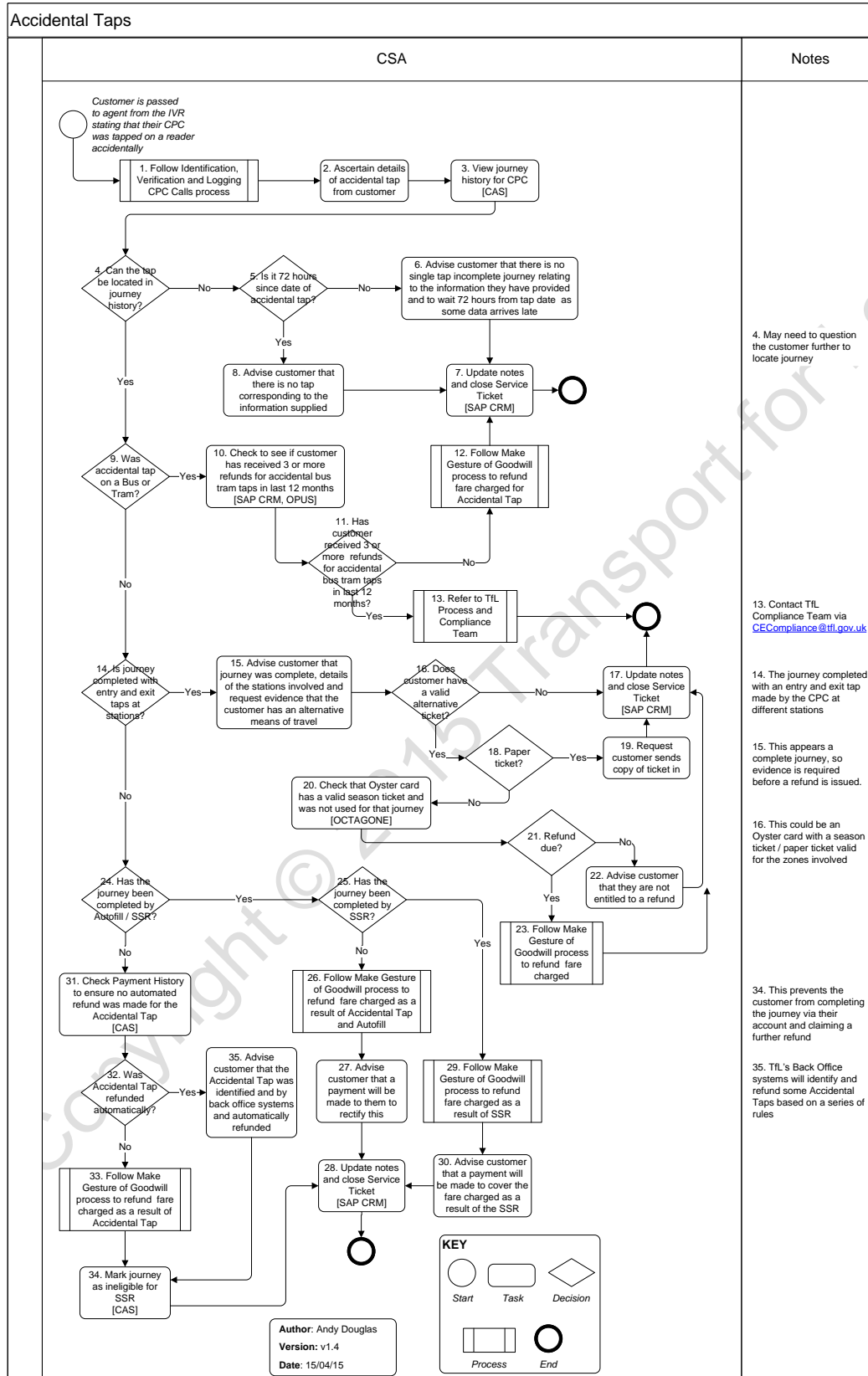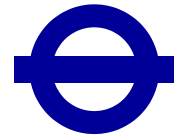| Ref.	Name	File location
RD1	Processes Documentation for all processes in scope for Batch 1	\\cisvfl008\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Full Process Documentation for Batch 1.docx

0.4 Document roles

Role	Name	Title
Author	Andy Douglas	Business Analyst
Owner	Evren Altinok	Business Support Manager

1. Process definition

Process name	Incomplete Journeys
Group	B2 CPC Telephony
Description	This process details what steps an Agent will need to follow if a customer calls regarding an incomplete Contactless Payment Card (CPC) journey, i.e. the customer did not touch in or out and has been charged. The customer may be entitled to a refund providing the journey is not complete (i.e. a touch in and out involving 2 different stations). Agents will either advise the customer that they are not entitles to a refund or make the appropriate refunds via Customer Account System (CAS) or OPUS.
Activities	Once the Logging CPC calls process has been completed, the Agent will view the customer's journey history and identify the journey in question, providing it was within the last 8 weeks. If the journey was completed by CPC taps at 2 different stations, the customer must be advised of this, told that no action can be taken and the Service Ticket is closed. If the customer's journey was on a bus or tram that was curtailed they may perceive it as incomplete, even though passengers only need to tap their CPC when boarding / prior to boarding respectively. In these cases, the customer will be refunded the fare as a gesture of goodwill. If the journey was completed by a self serve refund, the customer must be advised of this, told that no action can be taken. If it was a Same Station Exit / Here to Here journey (touch in and out at the same station), the agent will need to check if it has automatically been refunded and it is at least 3 days after the travel date – if it is not refunded after 3 days, the customer will be refunded the journey charge as a gesture of goodwill. If the journey has been completed by Autofill and the customer disputes the station that has been entered as the Autofill, the customer will be refunded the single zone fare for each zone between the Autofill and actual stations. If the journey is incomplete, the Agent will check whether the incomplete journey has been refunded automatically by TfL or as a the result of late data by looking at the Payment History. If there is no automatic refund and it is less than 72 hours from the day of travel, the Agent will advise the customer to check after this time has elapsed and call back if it has not been refunded. If it has passed 72 hours since the day of travel and the journey has not been refunded, insert the station the customer advises in CAS to complete the journey and subsequently process the refund. After the activity, the Service Ticket is closed.
SAP CRM reason codes	• Billing / Charging Issue – Fare Calculation – Dispute Journey Fare • Touching In / Out Issues – London Underground – Missing Touch • Touching In / Out Issues – London Overground – Missing Touch • Touching In / Out Issues – National Rail – Missing Touch • Touching In / Out Issues – DLR – Missing Touch • Touching In / Out Issues – London Underground – Not Travelled < 15 Mins • Touching In / Out Issues – London Overground – Not Travelled < 15 Mins • Touching In / Out Issues – National Rail – Not Travelled < 15 Mins • Touching In / Out Issues – DLR – Not Travelled < 15 Mins • Touching In / Out Issues – London Underground – Not Travelled > 15 Mins • Touching In / Out Issues – London Overground – Not Travelled > 15 Mins • Touching In / Out Issues – National Rail – Not Travelled > 15 Mins • Touching In / Out Issues – DLR – Not Travelled > 15 Mins

	• Touching In / Out Issues – London Underground – Incorrect Validator Used • Touching In / Out Issues – London Overground – Incorrect Validator Used • Touching In / Out Issues – National Rail – Incorrect Validator Used • Touching In / Out Issues – DLR – Incorrect Validator Used • Touching In / Out Issues – London Underground – Service Disruption / Gateline Error • Touching In / Out Issues – London Overground – Service Disruption / Gateline Error • Touching In / Out Issues – National Rail – Service Disruption / Gateline Error • Touching In / Out Issues – DLR – Service Disruption / Gateline Error • Touching In / Out Issues – Bus – Service Disruption / Reader Error • Touching In / Out Issues – Bus – No Transfer Ticket Issued • Touching In / Out Issues – Tram – Service Disruption / Reader Error • Touching In / Out Issues – Emirates – Service Disruption / Reader Error
Notes	

2.   Process map

Incomplete Journeys

CSA

Notes

Customer is passed to agent from the IVR Stating that have an Incomplete journey they Wish to resolve

1. Follow Identification, Verification and Logging CPC Calls process

2. Ascertain details of incomplete journey from customer

3. View journey history for CPC [CAS]

4. Can journey be located in journey history?

No → 5. Advise customer that there is no incomplete journey relating to the information they have provided

6. Update notes and close Service Ticket [SAP CRM]

Yes

7. Is customer referring to a Bus / Tram journey that was curtailed?

Yes → 8. Advise customer that they will be refunded for the fare in question

9. Follow Make Gesture of Goodwill process

No

10. Is journey complete, with entry and exit taps at different stations?

Yes → 11. Advise customer that journey was complete, details of the stations involved and that no refund is due

12. Update notes and close Service Ticket [SAP CRM]

No

13. Does customer state the incomplete journey was a Same Station Exit / Here to Here?

Yes → 14. Check Payment history for date of travel to see if an automatic refund has been generated

15. Automated refund made?

No → 16. Did journey occur within the last 72 hours?

Yes

17. Advise customer that journey should be refunded automatically and where to view the refund (Payment History). Request they ring back 3 days after the travel date if refund not showing

No

22. Can the agent complete the journey?

No → 23. Check Journey History for date of travel to see if late data has completed journey

24. Has the journey been completed by late data?

Yes → 25. Explain to customer that late data has completed the journey and how to view this and the credit in their account

No

18. Advise customer that the SSE / H2H journey has been refunded and advise them how to view the refund

20. Advise customer that they will be refunded for the fare for the completed Same Station Exit / Here to Here journey

Yes

37. Check Payment history for date of travel to see if an automatic refund has been generated

27. Has the journey been completed by SSR?

Yes → 28. Advise customer that they have submitted an SSR for this so no refund is due

No

21. Follow Make Gesture of Goodwill process

38. Automated refund made in days following missing tap?

Yes → 39. Advise customer that the incomplete journey has been refunded and advise them how to view the refund

No

29. Was autofill station correct?

Yes → 30. Advise customer that journey has been completed correctly

19. Update notes and close Service Ticket [SAP CRM]

No

41. Did journey occur within the last 72 hours?

40. Mark journey as void for a Self Serve Refund

No

42. Request details of which station the missing tap was at

Yes

31. Was the autofill fare the same as the fare the customer should be charged?

Yes → 32. Advise customer that journey has not been completed correctly but that they will be charged correctly as both stations were in the same zone

No

46. Advise customer that journey may be refunded automatically and where to view the refund (Payment History). Request they ring back 3 days after the travel date if refund not showing

43. Insert synthetic tap into customer's journey [CAS]

33. Was autofill fare cheaper?

Yes → 34. Advise customer that journey has not been completed correctly but that they have been charged less as a result

No

44. Advise customer that their journey will be amended and that any refund due will be made back to their CPC

45. Advise customer that if they sign up for an online account that this can be submitted on line.

26. Update notes and close Service Ticket [SAP CRM]

35. Follow Make Gesture of Goodwill process to make payment for difference between autofill fare and actual fare

36. Advise customer that a payment will be made to them to rectify this

Notes

2. customer is only entitled to claim for journeys within the last **8 weeks,** though a year can be viewed.

4. May need to question the customer further to locate journey. Additionally, journeys may show as incomplete in Payment History but complete in Journey History. The journey was incomplete when payment was made due to late data, but after arrival of late data the journey was completed and the customer refunded or the refund amount offset against the cost of travel. Need to advise customer of this and where the adjustment can be seen.

7. For Bus and Tram journeys, customers only need to touch in, however they may be referring to one that was "incomplete" as it was curtailed. In these instances, the customer will be refunded

10. Both Same Station Exit and Here to Here are where a customer touches in and out at the same station. They are differentiated by the time between taps.

23. Data may have arrived into system in the days after the journey. If it has the journey will still show as incomplete in the Payment History with a credit after the late data received. The Journey History will show that the journey was completed and has narrative regarding this.

33. Has the customer been charged less as a result of the autofill? e.g:
- Autofill journey was zone 1-3
- Actual journey was zone 1-5

Check Fares on the Single Fare Finder:
http://www.tfl.gov.uk/fares-and-payments/fares/single-fare-finder

35. Make gesture of goodwill of single zone fare for each zone not travelled in, e.g:
- Actual journey was zone 1-3
- Autofill journey was zone 1-5
- Give customer 2 x single zone fare gesture of goodwill as they did not travel in zone 4 and 5

36. Explain weekly cap and that if they have already reached this, that no refund may be due

41. Process takes 3 days to run, so customer could receive 2 refunds if a refund is made before this time.

Author: Andy Douglas
Version: v1.4
Date: 26/03/15

KEY

Start

Task

Decision

Process

End

3.   Document Approvals

Name	Title	Signature	Date
Evren Altinok	Business Support Manager		20 Apr 2015

Process – B2.04 Accidental Taps

0.   Document Control

0.1   Document Summary

Ver	Date	Author	Changes since previous issue
1.0	26 Apr 2015	Andy Douglas	First Issue
1.1	14 May 2015	Andy Douglas	Minor amendments to standardise documents and remove redundant fields

0.2   File Name & Location

T:\6000 Future Ticketing Products\6100 Future Ticketing Programme\6170 Business Design\61725 CCO Sourcing\Contract 1 - JourneyCall\3 Approved\Process – B2.04 Accidental Taps 1.1.doc

0.3   Reference Documents

Ref.	Name	File location
RD1	Processes Documentation for all processes in scope for Batch 1	\\cisvfl008\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Full Process Documentation for Batch 1.docx

0.4   Document roles

Role	Name	Title
Author	Andy Douglas	Business Analyst
Owner	Evren Altinok	Business Support Manager

1. Process definition

Process name	Accidental Taps
Group	B2 CPC Telephony
Description	It is possible for a customer to accidentally tap their Contactless Payment Card (CPC) on a reader and be charged for a journey that they did not intend to make, or paid for twice as they has already touch another card to pay for their journey. If this has occurred, Agents will carry out a number of checks and refund the customer if it is found that their card was accidentally tapped.
Activities	After following the Logging CPCs process, the Agent will attempt to locate the tap in the customer's journey history. If it can't be located, they will be asked to call back if it is less than 72 hours since the tap purportedly took place, as some data may not have reached the system. If it is more than 72 hours, the customer will be told that there is no accidental tap. If the tap relates to a bus or tram journey, the Agent must check SAP CRM and OPUS to see whether the customer has received 3 or more refunds for bus or tram accidental taps in the last 12 months. If so, the customer must be referred to the Compliance Team at TfL. If not, the Agent can make a gesture of goodwill to the customer for the journey fare charged. If the journey is a complete journey, i.e. entry and exit taps at stations, the customer will be asked to confirm that they had another ticket that was valid for that journey. If it is a paper ticket, they will be required to send it in, it if is an Oyster card and it was not used for that journey, the Agent can make a gesture of goodwill to the customer for the journey fare charged. Where the journey was completed by autofill, the Agent can make a gesture of goodwill to the customer for the journey fare charged. If the journey was completed by a Self Serve Refund, the Agent can make a gesture of goodwill to the customer for the journey fare charged as a result of the Self Serve Refund. Where the customer appears to have an accidental tap, the Agent must check the payment history for the date of travel to ensure that a refund has not been automatically applied. If it has, the customer must be advised of this and where they can view this – no refund will be due. If not, the Agent can make a gesture of goodwill to the customer for the journey fare charged and void the ability for the customer to make a self serve refund. After this, the Service Ticket is updated and closed..
SAP CRM reason codes	• Touching In / Out Issues – London Underground – Accidental Touch • Touching In / Out Issues – London Overground – Accidental Touch • Touching In / Out Issues – National Rail – Accidental Touch • Touching In / Out Issues – DLR – Accidental Touch • Touching In / Out Issues – Bus – Accidental Touch • Touching In / Out Issues – Tram – Accidental Touch • Touching In / Out Issues – Emirates – Accidental Touch
Notes	

2. Process map

Accidental Taps

CSA	Notes

Customer is passed to agent from the IVR stating that their CPC was tapped on a reader accidentally

1. Follow Identification, Verification and Logging CPC Calls process

2. Ascertain details of accidental tap from customer

3. View journey history for CPC [CAS]

4. Can the tap be located in journey history? — No →

5. Is it 72 hours since date of accidental tap? — No →

6. Advise customer that there is no single tap incomplete journey relating to the information they have provided and to wait 72 hours from tap date as some data arrives late

— Yes →

8. Advise customer that there is no tap corresponding to the information supplied

7. Update notes and close Service Ticket [SAP CRM]

9. Was accidental tap on a Bus or Tram? — Yes →

10. Check to see if customer has received 3 or more refunds for accidental bus tram taps in last 12 months [SAP CRM, OPUS]

12. Follow Make Gesture of Goodwill process to refund fare charged for Accidental Tap

11. Has customer received 3 or more refunds for accidental bus tram taps in last 12 months? — No →

— Yes →

13. Refer to TfL Process and Compliance Team

14. Is journey completed with entry and exit taps at stations? — Yes →

15. Advise customer that journey was complete, details of the stations involved and request evidence that the customer has an alternative means of travel →

16. Does customer have a valid alternative ticket? — No →

17. Update notes and close Service Ticket [SAP CRM]

— Yes →

18. Paper ticket? — Yes →

19. Request customer sends copy of ticket in

— No →

20. Check that Oyster card has a valid season ticket and was not used for that journey [OCTAGONE]

21. Refund due? — No →

22. Advise customer that they are not entitled to a refund

— Yes →

23. Follow Make Gesture of Goodwill process to refund fare charged

24. Has the journey been completed by Autofill / SSR? — Yes →

25. Has the journey been completed by SSR? — No →

26. Follow Make Gesture of Goodwill process to refund fare charged as a result of Accidental Tap and Autofill

— Yes →

29. Follow Make Gesture of Goodwill process to refund fare charged as a result of SSR

31. Check Payment History to ensure no automated refund was made for the Accidental Tap [CAS]

32. Was Accidental Tap refunded automatically? — Yes →

35. Advise customer that the Accidental Tap was identified and by back office systems and automatically refunded

27. Advise customer that a payment will be made to them to rectify this

28. Update notes and close Service Ticket [SAP CRM]

30. Advise customer that a payment will be made to cover the fare charged as a result of the SSR

— No →

33. Follow Make Gesture of Goodwill process to refund fare charged as a result of Accidental Tap

34. Mark journey as ineligible for SSR [CAS]

Notes:

4. May need to question the customer further to locate journey

13. Contact TfL Compliance Team via CECompliance@tfl.gov.uk

14. The journey completed with an entry and exit tap made by the CPC at different stations

15. This appears a complete journey, so evidence is required before a refund is issued.

16. This could be an Oyster card with a season ticket / paper ticket valid for the zones involved

34. This prevents the customer from completing the journey via their account and claiming a further refund

35. TfL's Back Office systems will identify and refund some Accidental Taps based on a series of rules

Author: Andy Douglas
Version: v1.4
Date: 15/04/15

KEY

○ Start
▭ Task
◇ Decision
▤ Process
◯ End

3. Document Approvals

Name	Title	Signature	Date
Evren Altinok	Business Support Manager		20 Apr 2015

Process – B2.05 CPC Mixed Card Journeys

0. Document Control

0.1 Document Summary

Ver	Date	Author	Changes since previous issue
1.0	20 Apr 2015	Andy Douglas	First Issue
1.1	14 May 2015	Andy Douglas	Minor amendments to standardise documents and remove redundant fields

0.2 File Name & Location

T:\6000 Future Ticketing Products\6100 Future Ticketing Programme\6170 Business Design\61725 CCO Sourcing\Contract 1 - JourneyCall\3 Approved\Process – B2.05 CPC Mixed Card Journeys 1.1.doc

0.3 Reference Documents

Ref.	Name	File location
RD1	Processes Documentation for all processes in scope for Batch 1	\\cisvfl008\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Full Process Documentation for Batch 1.docx

0.4 Document roles

Role	Name	Title
Author	Andy Douglas	Business Analyst
Owner	Evren Altinok	Business Support Manager

1. Process definition

Process name	B2.05 CPC Mixed Card Journeys
Group	B2 CPC Telephony
Description	This process details the steps that agents need to follow if they are contacted by a customer who has a journey that has been started and finished with 2 different cards – either a Contactless Payment Card (CPC) and an Oyster card or 2 CPCs.
Activities	An Agent will first establish what cards were used for the mixed card journey, i.e. which card was used to touch in and which to touch out, and where and when this took place. The Journey History of the cards is viewed to locate the 2 incomplete journeys. If they can't be found, the customer will be advised that no action needs to be taken. If there is only one incomplete, this is treated as an incomplete journey. Once located, the agent must check whether one or both has been completed by: • Autofill • Self Serve Refund • Analytics Refund (CPC only – shown in Payment History) If one or both have been completed, there are a range of actions dependent on which is the case. If both are incomplete, the agent will complete the journey that the customer requires and make a gesture of goodwill for the fare charged for the other. The journey that remains incomplete, it is voided for a self serve refund. The Service Ticket is then closed in SAP CRM.
SAP CRM reason codes	• Touching In / Out Issues – London Underground – Multiple Card Journeys • Touching In / Out Issues – London Overground – Multiple Card Journeys • Touching In / Out Issues – National Rail – Multiple Card Journeys • Touching In / Out Issues – DLR – Multiple Card Journeys
Notes	

2. Process map

Mixed Card Journeys

CSA	Notes

Customer is passed to agent from the IVR Stating that have an A mixed card journey they wish to resolve

1. Follow Identification, Verification and Logging CPC Calls process

2. Ascertain details of mixed card journey from customer

3. Was mixed card journey 2 CPCs or CPC and Oyster — 2 x CPC → Go to Mixed Card Journeys – Phone 2

CPC and Oyster

4. Oyster card registered / protected — Yes → 5. Follow Oyster ID&V process to identify and verify customer

No → 8. Advise customer that any refunds can only be done as ad hoc loads

6. Pass Oyster ID&V? — Yes → 9. View journey history and payment for CPC and Oyster journey history [CAS, OCTAgone]

No → 7. Advise customer that the Oyster journey can only be refunded by ad-hoc load and only that journey can be discussed

10. Can both journeys be located in journey history and are incomplete?

No

11. Both journeys located but one or both completed by SSR, Analytics or Autofill? — Yes → 12. See *Table 1 – CPC and Oyster Mixed Card Journey actions based on Journey Status* for actions based on status of the cards involved

No

13. Only one incomplete journey located in journey history? — No → 14. Advise customer that there are no incomplete journey relating to the information they have provided → 15. Update notes and close Service Ticket [SAP CRM] → End

Yes

16. Oyster journey or CPC incomplete journey located? — CPC → 17. Advise customer that there is only an incomplete CPC journey that can be processed → 18. Follow Incomplete Journeys to process → End

Oyster → 19. Advise customer that there is only an incomplete Oyster journey that can be processed → 20. Follow Oyster Processes for Entry / Exit → End

21. Does customer want to complete CPC journey or Oyster Journey — Oyster → 26. Follow Oyster Processes for Entry / Exit to complete Oyster Journey with station that CPC tapped in / out

CPC → 22. Insert synthetic tap into customer's journey matching validation made by Oyster card [CAS] → 23. Advise customer that their journey will be amended and that any refund due will be made back to their CPC → 24. Make gesture of goodwill for Oyster maximum fare and mark journey as ineligible for SSR as per Oyster processes [OPUS] → 25. Update notes and close Service Ticket [SAP CRM] → End

27. Mark CPC journey as ineligible for an SSR [CAS] → 28. Follow Gestures of Goodwill process to make gesture of goodwill payment for CPC fare charged → 29. Advise customer that this is a gesture of goodwill and the original fare charged will form part of their Monday to Sunday cap → 25.

Notes:

2. Which cards were used and locations, times and dates of touching in and out

3. Was the journey made up of touches in and out with 2 different CPCs or a CPC and an Oyster card?

10. For CPCs: as well as checking the journey history for incomplete journeys, the payment must also be checked in case an Analytics refund had been made

21. Advise the customer that completing the CPC refund will be easier as it will go direct to their card if a refund is due.

24, 27. This prevents the customer from completing the journey via their account and claiming a further refund

29. Explain to customer that this will be to their advantage as they will reach the Monday to Sunday cap quicker

KEY

○ Start   ⬭ Task   ◇ Decision

▭ Process   ○ End

Author: Andy Douglas
Version: v1.1
Date: 19/03/15

Mixed Card Journeys

CSA	Notes

From Mixed Card Journeys – Phone 1

30. Are both CPCs registered on same account?

— No → **31.** Advise customer that no action can be taken unless they sign up for an account and register both CPCs involved → **32.** Update notes and close Service Ticket [SAP CRM] → End

Yes ↓

33. View journey history for CPCs [CAS]

34. Can both journeys be located in journey history and are incomplete?

— No → **35.** Both journeys located but one or both completed by SSR, Analytics or Autofill?

— Yes → **36.** See *Table 2 – 2 CPC Mixed Card Journey actions based on Journey Status* for actions based on status of the cards involved → **37.** Update notes and close Service Ticket [SAP CRM]

35. No ↓

38. Can one incomplete journey be located in journey history?

— No → **39.** Advise customer that there are no incomplete journey relating to the information they have provided → **37.** Update notes and close Service Ticket [SAP CRM]

38. Yes ↓

40. Advise customer that there is only an incomplete CPC journey that can be processed → **41.** Treat as an incomplete journey and follow Incomplete Journeys for how to process → End

34. Yes ↓

50. Ask customer which CPC they want to complete the journey on

51. Insert synthetic tap into customer's journey on required CPC matching validation made by other CPC [CAS]

52. Advise customer that their journey will be amended on the chosen CPC and that any refund due will be made back to their CPC

53. Make gesture of goodwill for maximum fare for other CPC as per Gestures of Goodwill process

54. Mark CPC that journey was not completed on as ineligible for a SSR [CAS]

55. Update notes and close Service Ticket [SAP CRM] → End

Notes:

30. Customer needs to have both CPCs registered on their account to allow agents to view both CPCs at the same time and not require the customer to back into the IVR for the second CPC.

34. For CPCs: as well as checking the journey history for incomplete journeys, the payment must also be checked in case an Analytics refund had been made

54. This prevents the customer from completing the journey via their account and claiming a further refund

Author: Andy Douglas
Version: v1.0
Date: 06/09/13

KEY

○ Start ▢ Task ◇ Decision

▢ Process ◯ End

3.   Supporting Material

3.1   CPC and Oyster Mixed Card Journeys

Table 1 details what action should be taken based on the status of the cards involved in the mixed card journey where an Oyster card and a CPC were involved. If both journeys are incomplete, the process map defines the action.

Table 1 – CPC and Oyster Mixed Card Journey actions based on Journey Status

CPC	Oyster	Action
Incomplete	Self Serve Refund	Make gesture of goodwill as per *Gestures of Goodwill process* for fare charged for incomplete journey and mark as void for self serve refund
Incomplete	Autofilled	Make gesture of goodwill as per *Gestures of Goodwill process* for fare charged for incomplete journey and mark as void for self serve refund. If Autofill station is incorrect for the other, follow relevant sections of *Incomplete Journeys process*.
Self Serve Refund	Incomplete	Follow relevant sections of *Incomplete Journeys process* for incomplete journey. Analytics refund has refunded the other journey.
Self Serve Refund	Autofilled	Make gesture of goodwill as per *Gestures of Goodwill process* for Autofilled journey. Customer has been charged correctly for other journey via SSR.
Self Serve Refund	Self Serve Refund	Make gesture of goodwill as per *Gestures of Goodwill process* for one journey fare.
Autofilled	Incomplete	Make gesture of goodwill as per *Gestures of Goodwill process* for fare charged for incomplete journey and mark as void for self serve refund. If Autofill station is incorrect for the other, follow relevant sections of *Incomplete Journeys process*.
Autofilled	Self Serve Refund	Make gesture of goodwill as per *Gestures of Goodwill process* for Autofilled journey. Customer has been charged correctly for other journey via SSR.
Autofilled	Autofilled	Make gesture of goodwill as per *Gestures of Goodwill process* and for one journey. If Autofill station is incorrect for the other, follow relevant sections of *Incomplete Journeys process*.
Analytics Refund	Incomplete	Follow relevant sections of *Incomplete Journeys process* for incomplete journey. Analytics refund has refunded the other journey.
Analytics Refund	Autofilled	No refund due unless Autofill is incorrect, Analytics refund has refunded the other journey. If Autofill station is incorrect for the other, follow relevant sections of *Incomplete Journeys process*. Mark journey refunded by Analytics as ineligible for Self Serve Refunds.
Analytics Refund	Self Serve Refund	No refund due – customer has been charged correctly as a result of SSR and Analytics refund has refunded the other journey. Mark journey refunded by Analytics as ineligible for Self Serve Refunds.

3.2   2 CPC Mixed Card Journeys

Table 2 details what action should be taken based on the status of the cards involved in the mixed card journey where 2 CPCs were involved. If both journeys are incomplete, the process map defines the action.

Table 2 – 2 CPC Mixed Card Journey actions based on Journey Status

Journey Combination	Action
• Incomplete • Self Serve Refund	Make gesture of goodwill as per *Gestures of Goodwill process* for fare charged for incomplete journey and mark as void for self serve refund
• Incomplete • Autofilled	Make gesture of goodwill as per *Gestures of Goodwill process* for fare charged for incomplete journey and mark as void for self serve refund. If Autofill station is incorrect for the other, follow relevant sections of *Incomplete Journeys process*.
• Incomplete • Analytics Refund	Follow relevant sections of *Incomplete Journeys process* for incomplete journey. Analytics refund has refunded the other journey.
• Self Serve Refund • Self Serve Refund	Make gesture of goodwill as per *Gestures of Goodwill process* for one journey fare.
• Autofilled • Autofilled	Make gesture of goodwill as per *Gestures of Goodwill process* and for one journey. If Autofill station is incorrect for the other, follow relevant sections of *Incomplete Journeys process*.
• Analytics Refund • Analytics Refund	No refund due – Analytics refunds have refunded both journeys. Mark both journeys as ineligible for Self Serve Refunds.
• Self Serve Refund • Autofilled	Make gesture of goodwill as per *Gestures of Goodwill process* for Autofilled journey. Customer has been charged correctly for other journey via SSR.
• Self Serve Refund • Analytics Refund	No refund due – customer has been charged correctly as a result of SSR and Analytics refund has refunded the other journey. Mark journey refunded by Analytics as ineligible for Self Serve Refunds.
• Autofilled • Analytics Refund	No refund due unless Autofill is incorrect, Analytics refund has refunded the other journey. If Autofill station is incorrect for the other, follow relevant sections of *Incomplete Journeys process*. Mark journey refunded by Analytics as ineligible for Self Serve Refunds.

4.   Document Approvals

Name	Title	Signature	Date
Evren Altinok	Business Support Manager		20 Apr 2015

Process – B2.07 CPC Gestures of Goodwill

0. Document Control

0.1 Document Summary

Ver	Date	Author	Changes since previous issue
1.0	20 Apr 2015	Andy Douglas	First issue
1.1	14 May 2015	Andy Douglas	Minor amendments to standardise documents and remove redundant fields

0.2 File Name & Location

T:\6000 Future Ticketing Products\6100 Future Ticketing Programme\6170 Business Design\61725 CCO Sourcing\Contract 1 - JourneyCall\3 Approved\Process – B2.07 CPC Gestures of Goodwill 1.1.doc

0.3 Reference Documents

Ref.	Name	File location
RD1	Processes Documentation for all processes in scope for Batch 1	\\cisvfl008\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Full Process Documentation for Batch 1.docx

0.4 Document roles

Role	Name	Title
Author	Andy Douglas	Business Analyst
Owner	Evren Altinok	Business Support Manager

1. Process definition

Process name	B2.07 CPC Gestures of Goodwill
Group	B2 CPC Telephony
Description	This process details the steps that agents need to follow if they are making a gesture of goodwill as required in interfacing processes relating to a Contactless Payment Card (CPC)
Activities	The agent will need to either locate an existing Oyster Online account for the customer or create one using a whitelist email address (this is an email address created by TfL that can be used multiple times and ensures that a genuine account is not created for the customer as email address is the unique identifier).
	Once in their account, the Agent will need to enter specific information about the CPC and Service Ticket, select the reason for the gesture of goodwill and amount. Once entered, the customer will need to enter the customers Sort Code and Account number to make the payment by BACS.
	The relevant details from OPUS are then entered into the notes field in the Service Ticket.
SAP CRM reason codes	N/a – forms part of processing contacts under other SAP CRM reason codes
Notes	

2. Process map

CPC Gesture of Goodwill Refunds

CSA	Notes

CSA flow:

1. Processing contact from customer that warrants gesture of goodwill payment

2. Have customer's sort code and account number? — No → 3. Obtain customer's sort code and account number

Yes ↓

4. Search for existing Oyster Online account [OPUS]

5. Existing Oyster Online Account?
- Yes → 6. Access existing Oyster Online Account [OPUS]
- No → 7. Create Oyster Online Account using customer details and whitelist email address [OPUS]

8. Select "Process Refund" [OPUS]

9. Enter Service Ticket number [OPUS]

10. Select Goodwill Payment – CPC [OPUS]

11. Enter Travel Token ID and Expiry Date [OPUS]

12. Select reason for payment [OPUS]

13. Enter amount [OPUS]

14. Select BACS [OPUS]

15. Enter customer's sort code and account number and submit payment [OPUS]

16. Enter OPUS payment reference into notes in Service Ticket along with details of the amount and reason for the gesture of goodwill [SAP CRM]

17. Continue with relevant process → End

Notes:

1. This includes:
- Accidental Tap
- Journey started / ended with 2 different CPCs
- Tapped in and didn't travel
- Delay in processing of their refund
- Customer has poor experience of TfL and warrants a general payment in relation to using their CPC
See relevant processes.

3. If the agent is not currently speaking to the customer, they must try and phone them in the first instance, then email / write to them (in that order of preference) to request them.

7. When creating the account, a whitelist email should be used to ensure that customer doesn't receive emails and will not experience problems if they want to create an Oyster account at a later stage.

The customer must also be read the Data Protection Act wording if an account is being created.

12. Select from:
- Accidental Tap
- Mixed CPC Journey
- Didn't travel
- Complaint
- Station error
- Misinformation
- Delayed refund
- General (enter reason) – text must be used to specify the reason here

14. CSA will have the option to make the gesture of goodwill by cheque in exceptional circumstances.

Author: Andy Douglas
Version: v1.2
Date: 15/04/15

KEY
Start
Task
Decision
Process
End

3. Document Approvals

Name	Title	Signature	Date
Evren Altinok	Business Support Manager		20 Apr 2015

Process – B2.08 CPC Statement Requests

0. Document Control

0.1 Document Summary

Ver	Date	Author	Changes since previous issue
1.0	20 Apr 2015	Andy Douglas	First issue
1.1	14 May 2015	Andy Douglas	Minor amendments to standardise documents and remove redundant fields

0.2 File Name & Location

T:\6000 Future Ticketing Products\6100 Future Ticketing Programme\6170 Business Design\61725 CCO Sourcing\Contract 1 - JourneyCall\3 Approved\Process – B2.08 CPC Statement Requests 1.1.doc

0.3 Reference Documents

Ref.	Name	File location
RD1	Processes Documentation for all processes in scope for Batch 1	\\cisvfl008\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Full Process Documentation for Batch 1.docx

0.4 Document roles

Role	Name	Title
Author	Andy Douglas	Business Analyst
Owner	Evren Altinok	Business Support Manager

1. Process definition

Process name	B2.08 CPC Statement Requests
Group	B2 CPC Telephony
Description	This process details the steps that an Agent will need to take in the event of a call from a customer requesting a statement of their travel using a Contactless Payment Card (CPC).
Activities	After the initial stages of identification, verification and Service Ticket creation the Agent will advise the customer that TfL cannot produce statements for them due to PCI (Payment Card Industry) regulations. The Agent will establish whether the customer has registered their CPC in CAS. If registered, the customer will be advised that they can download the statement up to 12 months of journey and payment history data as a PDF or .csv file. If the customer is not registered they will be advised to register their CPC to access and download up to 12 months of journey and payment history data. If they don't want to register, they will be given the web address to access their 7 day journey history. The Service Ticket will then be closed.
SAP CRM reason codes	• Statement Request – Statement Request – Statement Request
Notes	

2. Process map

CPC Statement Requests

	CSA	Notes
	1. Customer calls requesting a statement for their CPC	
	2. Follow Identification, Verification and Logging CPC Calls process	
	3. Advise the customer that we can't produce a statement for them due to PCI regulations	
	4. Is the customer's CPC registered?	4. Check in CAS
	No → 5. Advise the customer that that they can get 7 day history online or a year's worth if they register their CPC	
	Yes	
	10. Advise the customer that they can download up to 12 months of data as a PDF / .csv from within their account.	
	6. Customer refuses to register CPC?	
	No → 9. Advise customer of web address and advise them that they can obtain 7 day journey history from that.	
	Yes	
	7. Advise customer of web address and advise them that they can obtain 7 day journey history from that.	
	8. Update and close Service Ticket [SAP CRM]	

Author: Andy Douglas
Version: v0.1
Date: 23/03/15

KEY

Start   Task   Decision

Process   End

3. Document Approvals

Name	Title	Signature	Date
Evren Altinok	Business Support Manager		20 Apr 2015

Process – B2.09 Account Updates / Creation Issues

0.   Document Control

0.1   Document Summary

Ver	Date	Author	Changes since previous issue
1.0	20 Apr 2015	Andy Douglas	First issue
1.1	14 May 2015	Andy Douglas	Minor amendments to standardise documents and remove redundant fields

0.2   File Name & Location

T:\6000 Future Ticketing Products\6100 Future Ticketing Programme\6170 Business Design\61725 CCO Sourcing\Contract 1 - JourneyCall\3 Approved\Process – B2.09 Updates to Customer Accounts 1.1.doc

0.3   Reference Documents

Ref.	Name	File location
RD1	Processes Documentation for all processes in scope for Batch 1	\\cisvfl008\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Full Process Documentation for Batch 1.docx

0.4   Document roles

Role	Name	Title
Author	Andy Douglas	Business Analyst
Owner	Evren Altinok	Business Support Manager

1. Process definition

Process name	B2.08 Account Update / Creation Issues
Group	B2 CPC Telephony
Description	This process details what Agents need to advise customers who are having issues creating a Single Sign On (SSO) account involving a Contactless Payment Card (CPC)
Activities	A customer may experience difficulties when trying to create an SSO account. This could be for the following reasons:
	They may already have an SSO account set up for Oyster and should be advised that they can just add their CPC to the existing account
	If the customer wants the Agent to create the account for them, they will be advised that this can't be done for PCI reasons and that they will have to do this themselves. The Agent may walk the customer through the process to assist them.
	The customer may have an Oyster Online account that has not been migrated to SSO. If they have created an SSO account for their CPC, they can bring the unmigrated Oyster Online account into their SSO account by adding one of the Oyster cards on their Oyster Online account to the SSO account.
	Once the issue is resolved, the Service Ticket is updated and closed.
SAP CRM reason codes	• Website Issue – Signing Up for an Account – Signing Up for an Account
Notes	

2. Process map

Updates to Customer Accounts

CSA	Notes

CSA column (flowchart):

1. Customer calls regarding updates to their accounts as a result of SSO migration

2. Follow Identification, Verifications and Logging CPC Calls process

3. Is customer having issue with creating an SSO account via Contactless?

— Yes →

4. Does customer already have an SSO account?

— No →

5. Advise customer that they need to create their online account themselves for security reasons

— →

6. Does customer want to be walked through the process?

— Yes (down) →

7. Take customer through steps:
- Captcha screen
- Enter email address (will be their username)
- Create password
- Create 6 digit password for telephony
- Select a security question and enter answer
- Enter name and address
- Accept T&Cs

— No →

4. (Yes, down) 9. Advise customer that they can attach CPCs to the SSO account they already have for Oyster

8. Update and close Service Ticket [SAP CRM]

(End)

3. (No, down)

10. Does customer have an SSO account and wants to join it with their unmigrated Oyster Online account?

— Yes →

11. Advise customer that they can select to Add an Oyster card, enter one from their Oyster Online Account and that will link the accounts

— No (down) →

12. Advise customer regarding SSO and that it acts as a gateway to all ticketing accounts. Advise customer on how to add cards if necessary

Notes column:

3. SSO (Single Sign On) has a single email address and password and is the gateway to their Oyster and CPC accounts.

Customers with an Oyster Online account will be required to migrate to SSO.

All Contactless accounts are through SSO.

Author: Andy Douglas
Version: v0.1
Date: 16/03/15

KEY

Start — Task — Decision

Process — End

3. Document Approvals

Name	Title	Signature	Date
Evren Altinok	Business Support Manager		20 Apr 2015

Process – B2.10 Overseas CPCs

0. Document Control

0.1 Document Summary

Ver	Date	Author	Changes since previous issue
1.0	20 Apr 2015	Andy Douglas	First issue
1.1	14 May 2015	Andy Douglas	Minor amendments to standardise documents and remove redundant fields

0.2 File Name & Location

T:\6000 Future Ticketing Products\6100 Future Ticketing Programme\6170 Business Design\61725 CCO Sourcing\Contract 1 - JourneyCall\3 Approved\Process – B2.10 Overseas CPCs 1.1.doc

0.3 Reference Documents

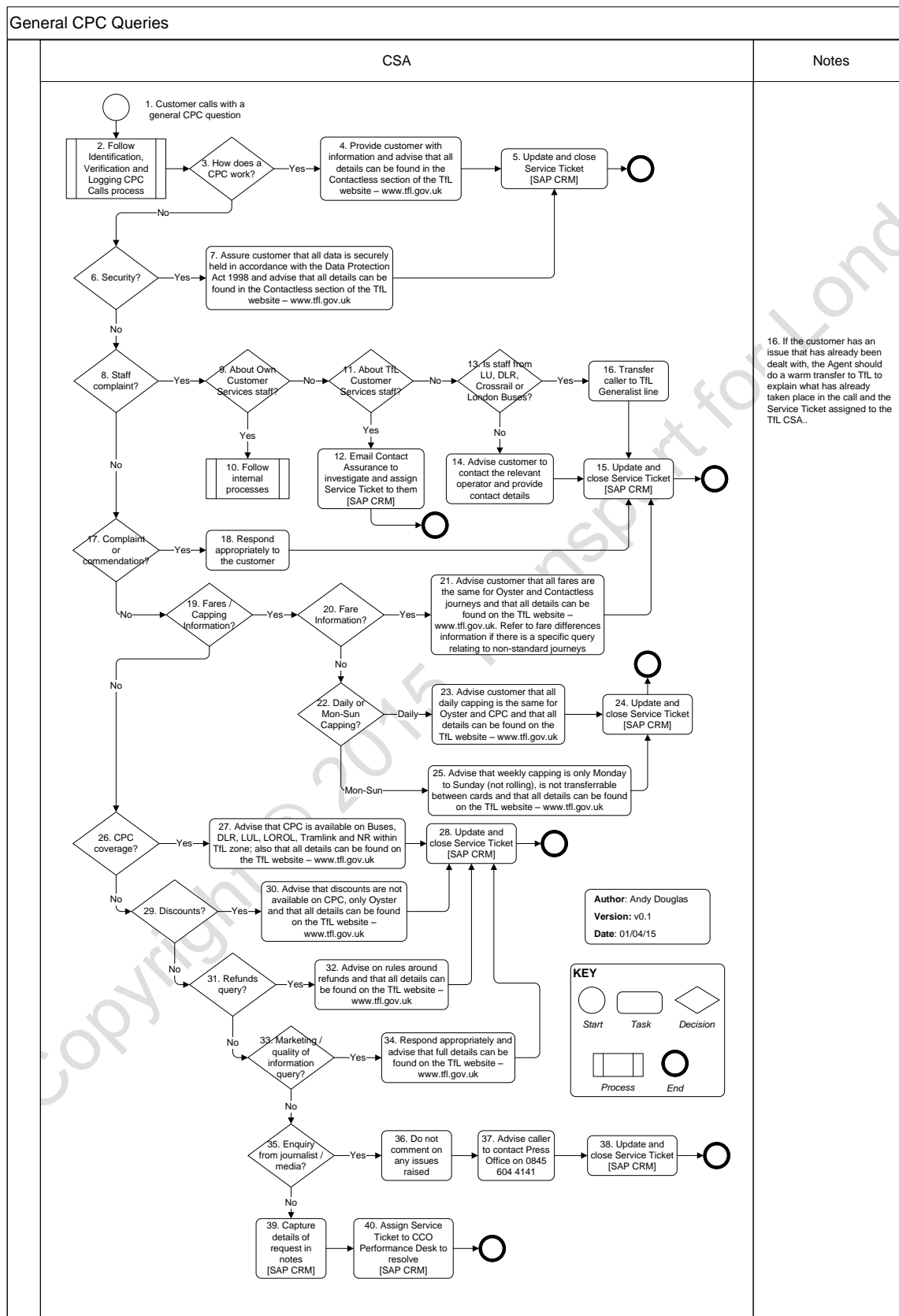| Ref.	Name	File location
RD1	Processes Documentation for all processes in scope for Batch 1	\\cisvfl008\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Full Process Documentation for Batch 1.docx

0.4 Document roles

Role	Name	Title
Author	Andy Douglas	Business Analyst
Owner	Evren Altinok	Business Support Manager

1. Process definition

Process name	B2.10 Overseas CPCs
Group	B2 CPC Telephony
Description	Details how Agents need to respond to complaints / enquiries regarding usage of overseas issued Contactless Payment Cards (CPCs).
Activities	If the customer has a complaint, the Agent must explain to them that any additional charges are not made by TfL and that all details of usage of overseas cads is detailed on the TfL website. The customer will be advised to contact the card issuer regarding this and advised of how they can travel by alternative methods. The Agent may need to establish whether the card is actually a CPC and also whether it is accepted. They may need to refer the customer to their card issuer and advised of how they can travel by alternative methods.
SAP CRM reason codes	• General Information – Overseas Cards – Overseas Cards
Notes	

2. Process map

Overseas CPCs

CSA	Notes

1. Customer calls regarding a CPC issued outside the UK

2. Follow Identification, Verification and Logging CPC Calls process

3. Is the call a complaint? — Yes →

4. Complaint about additional charges? — Yes →

5. Advise customer that these charges are not issued by TfL and to contact card issuer regarding them →

6. Update and close Service Ticket [SAP CRM]

4. Complaint about additional charges? — No →

7. Apologise to customer if they have had problems using their overseas CPC for travel →

8. Advise customer that all details regarding usage can be found on the TfL website

9. Does Card have a contactless symbol? — No →

10. Advise customer that the card is not a CPC and can't be used for travel →

11. Explain to the customer that they can travel using an Oyster card or paper ticket if their card is not vaild for travel

9. Does Card have a contactless symbol? — Yes →

12. Advise customer that their CPC may not work, refer to TfL website for the most up to date information →

13. Advise customer to contact their card issuer around further restrictions or extra charges

Notes:

9. Contactless symbol:))))

Author: Andy Douglas
Version: v0.2
Date: 15/04/15

KEY

Start
Task
Decision
Process
End

3.   Document Approvals

Name	Title	Signature	Date
Evren Altinok	Business Support Manager		20 Apr 2015

Process – B2.11 NFC Devices and Products

0. Document Control

0.1 Document Summary

Ver	Date	Author	Changes since previous issue
1.0	20 Apr 2015	Andy Douglas	First issue
1.1	14 May 2015	Andy Douglas	Minor amendments to standardise documents and remove redundant fields

0.2 File Name & Location

T:\6000 Future Ticketing Products\6100 Future Ticketing Programme\6170 Business Design\61725 CCO Sourcing\Contract 1 - JourneyCall\3 Approved\Process – B2.11 NFC Devices and Products 1.1.doc

0.3 Reference Documents

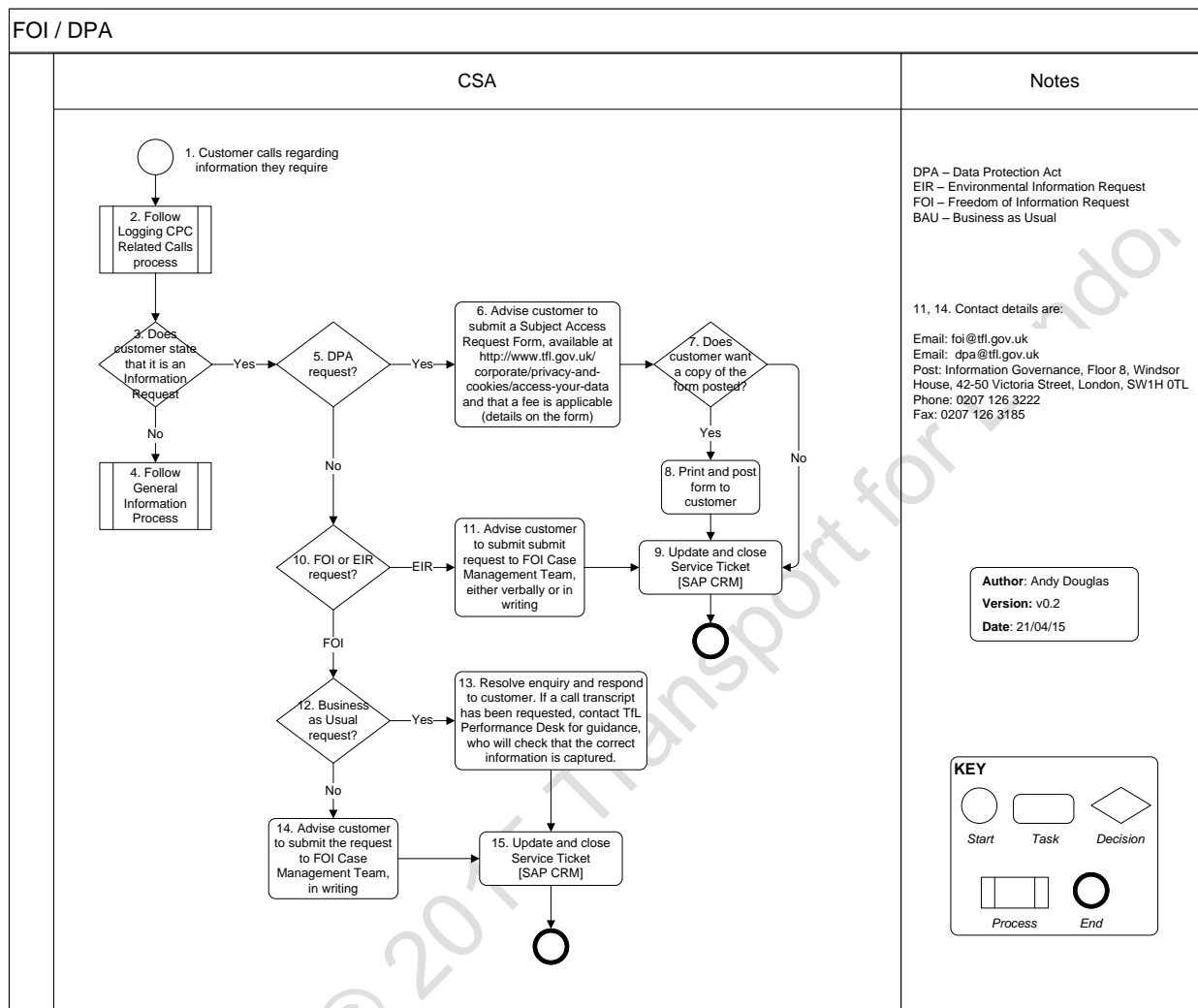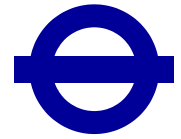| Ref.	Name	File location
RD1	Processes Documentation for all processes in scope for Batch 1	\\cisvfl008\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Full Process Documentation for Batch 1.docx

0.4 Document roles

Role	Name	Title
Author	Andy Douglas	Business Analyst
Owner	Evren Altinok	Business Support Manager

1. Process definition

Process name	B2.11 NFC Devices and Products
Group	B2 CPC Telephony
Description	There are a number of products and devices that customers can use that link to their bank account and operate as a Contactless Payment Card (CPC) using Near Field Communication (NFC). This includes stickers, paybands and mobile phones. This process detail how Agents should respond to customers if they receive a call about their usage.
Activities	The information provided by Agents in relation to NFC customer queries varies dependant on the device or product in question and whether it was issued in the UK.
	Stickers and paybands issued by UK banks should work on TfL services, providing there are no issues with the account. UK issued mobiles with NFC may work, but there are no guarantees for these.
	If the customer has a device / product issued outside the UK, it may not work and they may also incur fees for using it. They will be advised to contact their issuer to establish if it can be used and the cost / fees.
	All customers will be advised that TfL will be unable to provide any transactional information unless the customer has the PAN, Expiry Date and CV2 number, which they need to access the information via the CPC IVR, CASC or 7 day journey history.
	Customers will also be reminded to always touch in and out on rail journeys and touch in on buses and trams.
	Following this, the Service Ticket will be updated and closed.
SAP CRM reason codes	• Card Problem – Sticker / Mobile / Other – Sticker / Mobile / Other • General Information – How it Works – Sticker / Mobile / Other
Notes	

2. Process map

NFC Devices and Products

CSA	Notes

1. Customer calls Contactless usage of an NFC device / product

2. Follow Identification, Verification and Logging CPC Calls process

3. Regarding a mobile phone / device? —Yes→ 4. Is device payment enabled? —No / Don't Know→ 5. Advise customer that their NFC device may not work and suggest alternative ticketing methods

3. Regarding a mobile phone / device? —No→

4. Is device payment enabled? —Yes→ 7. UK issued?

12. UK issued? —No→ 8. Advise customer that their NFC device may not work and to contact their issuer to confirm usage and fees / charges

7. UK issued? —No→ 8. Advise customer that their NFC device may not work and to contact their issuer to confirm usage and fees / charges

12. UK issued? —Yes→ 13. Advise customer that they can use their NFC product on TfL services that accept CPCs

7. UK issued? —Yes→ 9. Advise customer that their NFC device may not work and suggest alternative ticketing methods

10. Advise customer that we are unable to provide them with any transaction information unless the issuer can provide then with:
- PAN
- Expiry Date
- CV2 Number

11. Advise customer that they must always touch in and out on TfL rail services and in and on Bus and Trams

6. Update and close Service Ticket [SAP CRM]

Notes:

3. Items that can make contactless transactions by NFC that are NOT devices / mobile phones include stickers and paytags.

9. Not all NFC enabled devices are guaranteed to work on TfL services

10. This information needs to be input into CASC to sign up for an account, entered into the 7 day journey history on the TfL website or input into the CPC IVR to tokenise the card for a TfL agent to view details.

Author: Andy Douglas
Version: v0.2
Date: 15/04/15

KEY

Start — Task — Decision

Process — End

3. Document Approvals

Name	Title	Signature	Date
Evren Altinok	Business Support Manager		20 Apr 2015

Process – B2.12 General CPC Information

0.   Document Control

0.1   Document Summary

Ver	Date	Author	Changes since previous issue
1.0	20 Apr 2015	Andy Douglas	First issue
1.1	14 May 2015	Andy Douglas	Minor amendments to standardise documents and remove redundant fields

0.2   File Name & Location

T:\6000 Future Ticketing Products\6100 Future Ticketing Programme\6170 Business Design\61725 CCO Sourcing\Contract 1 - JourneyCall\3 Approved\Process – B2.12 General CPC Information 1.1.doc

0.3   Reference Documents

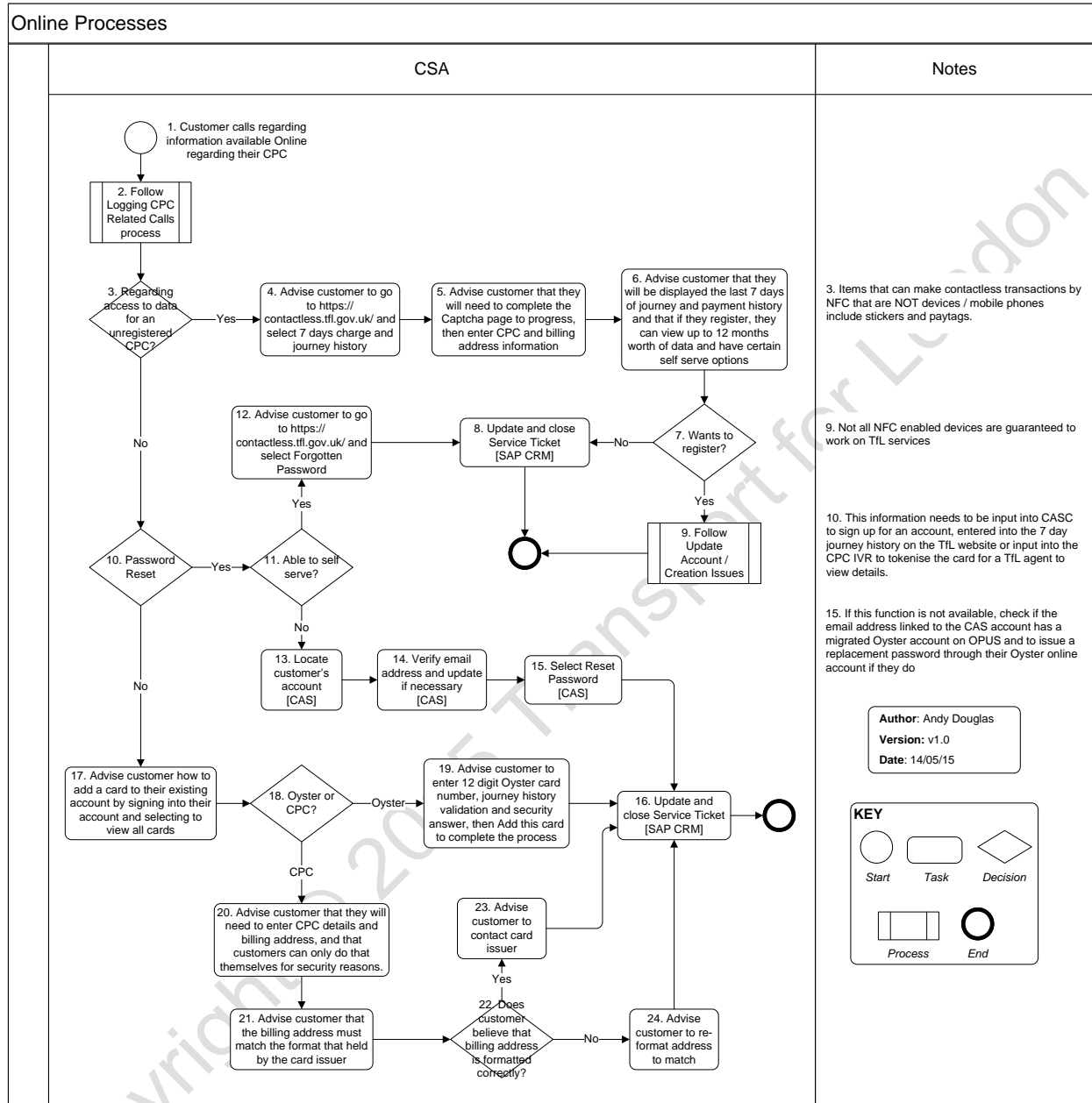| Ref.	Name	File location
RD1	Processes Documentation for all processes in scope for Batch 1	\\cisvfl008\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Full Process Documentation for Batch 1.docx

0.4   Document roles

Role	Name	Title
Author	Andy Douglas	Business Analyst
Owner	Evren Altinok	Business Support Manager

1. Process definition

Process name	B2.12 General CPC Information
Group	B2 CPC Telephony
Description	This process details how Agents will handle enquiries from customers about Contactless Payment Card (CPC) usage and policy, rather than raising issues related to a specific CPC or journey.
Activities	Depending on the nature of the enquiry, the Agent will need to provide information regarding CPC usage on TfL services and also direct them to the TfL website to view full details on the subject.
	For complaints about staff, Agents will follow internal processes. For complaints about TfL staff, the customer must be transferred to TfL.
	If the caller is a journalist or working in the media, they must be advised to contact the Press Office.
	The Service Ticket will be closed in SAP CRM once the enquiry has been dealt with.
SAP CRM reason codes	- General Information – How it Works – Cards - General Information – How it Works – Security - General Information – How it Works – Coverage - General Information – How it Works – Marketing - General Information – Capping – Daily Capping - General Information – Capping – Monday to Sunday Capping - General Information – Staff – Staff - General Information – Quality of Information – IVR - General Information – Quality of Information – Leaflet / Poster - General Information – Quality of Information – Website - General Information – Quality of Information – Customer Services - General Information – Quality of Information – Bus Staff - General Information – Quality of Information – LU Staff - General Information – Quality of Information – LOROL Staff - General Information – Quality of Information – NR Staff - General Information – Quality of Information – DLR Staff - General Information – Quality of Information – Card Issuer - Inspection – Revenue Protection – General Information - Inspection – Revenue Protection – Staff
Notes	

2. Process map

General CPC Queries

CSA

Notes

1. Customer calls with a general CPC question

2. Follow Identification, Verification and Logging CPC Calls process

3. How does a CPC work? —Yes→ 4. Provide customer with information and advise that all details can be found in the Contactless section of the TfL website – www.tfl.gov.uk → 5. Update and close Service Ticket [SAP CRM]

No

6. Security? —Yes→ 7. Assure customer that all data is securely held in accordance with the Data Protection Act 1998 and advise that all details can be found in the Contactless section of the TfL website – www.tfl.gov.uk

No

8. Staff complaint? —Yes→ 9. About Own Customer Services staff? —No→ 11. About TfL Customer Services staff? —No→ 13. Is staff from LU, DLR, Crossrail or London Buses? —Yes→ 16. Transfer caller to TfL Generalist line

16. If the customer has an issue that has already been dealt with, the Agent should do a warm transfer to TfL to explain what has already taken place in the call and the Service Ticket assigned to the TfL CSA..

Yes (9) → 10. Follow internal processes

Yes (11) → 12. Email Contact Assurance to investigate and assign Service Ticket to them [SAP CRM]

No (13) → 14. Advise customer to contact the relevant operator and provide contact details

15. Update and close Service Ticket [SAP CRM]

No

17. Complaint or commendation? —Yes→ 18. Respond appropriately to the customer

No

19. Fares / Capping Information? —Yes→ 20. Fare Information? —Yes→ 21. Advise customer that all fares are the same for Oyster and Contactless journeys and that all details can be found on the TfL website – www.tfl.gov.uk. Refer to fare differences information if there is a specific query relating to non-standard journeys

No (20) → 22. Daily or Mon-Sun Capping? —Daily→ 23. Advise customer that all daily capping is the same for Oyster and CPC and that all details can be found on the TfL website – www.tfl.gov.uk → 24. Update and close Service Ticket [SAP CRM]

Mon-Sun → 25. Advise that weekly capping is only Monday to Sunday (not rolling), is not transferrable between cards and that all details can be found on the TfL website – www.tfl.gov.uk

No

26. CPC coverage? —Yes→ 27. Advise that CPC is available on Buses, DLR, LUL, LOROL, Tramlink and NR within TfL zone; also that all details can be found on the TfL website – www.tfl.gov.uk → 28. Update and close Service Ticket [SAP CRM]

No

29. Discounts? —Yes→ 30. Advise that discounts are not available on CPC, only Oyster and that all details can be found on the TfL website – www.tfl.gov.uk

No

31. Refunds query? —Yes→ 32. Advise on rules around refunds and that all details can be found on the TfL website – www.tfl.gov.uk

No

33. Marketing / quality of information query? —Yes→ 34. Respond appropriately and advise that full details can be found on the TfL website – www.tfl.gov.uk

No

Author: Andy Douglas
Version: v0.1
Date: 01/04/15

KEY

Start — Task — Decision

Process — End

35. Enquiry from journalist / media? —Yes→ 36. Do not comment on any issues raised → 37. Advise caller to contact Press Office on 0845 604 4141 → 38. Update and close Service Ticket [SAP CRM]

No

39. Capture details of request in notes [SAP CRM] → 40. Assign Service Ticket to CCO Performance Desk to resolve [SAP CRM]

3.   Document Approvals

Name	Title	Signature	Date
Evren Altinok	Business Support Manager		20 Apr 2015

Process – B2.13 CPC Freedom of Information / Data Protection

0.   Document Control

0.1   Document Summary

Ver	Date	Author	Changes since previous issue
0.1	15 Apr 2015	Andy Douglas	First draft
0.2	21 Apr 2015	Andy Douglas	Updates following review by Compliance
0.3	14 May 1025	Andy Douglas	Formatting Changes

0.2   File Name & Location

T:\6000 Future Ticketing Products\6100 Future Ticketing Programme\6170 Business Design\61725 CCO Sourcing\Contract 1 - JourneyCall\1 Work in progress\Process – B2.13 Freedom of Information - Data Protection 0.3.doc

0.3   Reference Documents

Ref.	Name	File location
RD1	Processes Documentation for all processes in scope for Batch 1	\\cisvfl008\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Full Process Documentation for Batch 1.docx

0.4   Document roles

Role	Name	Title
Author	Andy Douglas	Business Analyst
Owner	Evren Altinok	Business Support Manager

1. Process definition

Process name	B2.13 Freedom of Information / Data Protection
Group	B2 CPC Telephony
Description	This process details what steps Agents are required to follow if they receive requests for information under the Freedom of Information Act (FOI), Environmental Information Regulations (EIR) or Data Protection Act (DPA).
Activities	If the customer requests information but does not state that this is FOI, EIR or DPA request, then the agent will address the query and provide the relevant information.
	If the customer states that it is a DPA request, then they must be advised to complete and submit a Subject Access Request Form.
	For an EIR request, the customer must be advised to submit the request in writing or verbally to the FOI Case Management Team.
	For a business as usual (BAU) request, the agent will advise the customer of the information requested. If it's not a BAU request, the customer must be advised to submit the request in writing.
	The Service Ticket is then updated in SAP CRM and closed.
SAP CRM reason codes	- Data Request – DPA – Customer Request - Data Request – DPA – Police Request - Data Request – DPA – Other - Data Request – Environment – http://source.tfl/ - Data Request – Environment – Other - Data Request – FOI – Customer Request - Data Request – FOI – Police Request - Data Request – FOI – Other
Notes	

2. Process map

FOI / DPA

CSA	Notes

Flowchart (CSA):

1. Customer calls regarding information they require

2. Follow Logging CPC Related Calls process

3. Does customer state that it is an Information Request
 - Yes → 5. DPA request?
 - No → 4. Follow General Information Process

5. DPA request?
 - Yes → 6. Advise customer to submit a Subject Access Request Form, available at http://www.tfl.gov.uk/corporate/privacy-and-cookies/access-your-data and that a fee is applicable (details on the form)
 - No → 10. FOI or EIR request?

6. → 7. Does customer want a copy of the form posted?
 - Yes → 8. Print and post form to customer → 9. Update and close Service Ticket [SAP CRM]
 - No → 9. Update and close Service Ticket [SAP CRM]

9. Update and close Service Ticket [SAP CRM] → End

10. FOI or EIR request?
 - EIR → 11. Advise customer to submit submit request to FOI Case Management Team, either verbally or in writing → 9. Update and close Service Ticket [SAP CRM]
 - FOI → 12. Business as Usual request?

12. Business as Usual request?
 - Yes → 13. Resolve enquiry and respond to customer. If a call transcript has been requested, contact TfL Performance Desk for guidance, who will check that the correct information is captured. → 15. Update and close Service Ticket [SAP CRM]
 - No → 14. Advise customer to submit the request to FOI Case Management Team, in writing → 15. Update and close Service Ticket [SAP CRM]

15. Update and close Service Ticket [SAP CRM] → End

Notes:

DPA – Data Protection Act
EIR – Environmental Information Request
FOI – Freedom of Information Request
BAU – Business as Usual

11, 14. Contact details are:

Email: foi@tfl.gov.uk
Email: dpa@tfl.gov.uk
Post: Information Governance, Floor 8, Windsor House, 42-50 Victoria Street, London, SW1H 0TL
Phone: 0207 126 3222
Fax: 0207 126 3185

Author: Andy Douglas
Version: v0.2
Date: 21/04/15

KEY

Start
Task
Decision
Process
End

3.   Document Approvals

Name	Title	Signature	Date
Evren Altinok	Business Support Manager		

Transport for London
Customer Experience

CCO Sourcing – Contract 1

Process – B2.14 Online Processes

0. Document Control

0.1 Document Summary

Ver	Date	Author	Changes since previous issue
0.1	15 Apr 2015	Andy Douglas	First draft
0.2	21 Apr 2015	Andy Douglas	Changes following review by Compliance
0.3	14 May 2015	Andy Douglas	Changes following review by Arif Patel

0.2 File Name & Location

T:\6000 Future Ticketing Products\6100 Future Ticketing Programme\6170 Business Design\61725 CCO Sourcing\Contract 1 - JourneyCall\1 Work in progress\Process – B2.14 Online Processes 0.3.doc

0.3 Reference Documents

Ref.	Name	File location
RD1	Processes Documentation for all processes in scope for Batch 1	\\cisvfl008\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Full Process Documentation for Batch 1.docx

0.4 Document roles

Role	Name	Title
Author	Andy Douglas	Business Analyst
Owner	Evren Altinok	Business Support Manager

1. Process definition

Process name	B2.13 Online Processes
Group	B2 CPC Telephony
Description	This process details what advice Agents need to give customers regarding access to their Contactless Payment Card (CPC) journey and payment history.
Activities	Agents must be able to advise a customer with an unregistered CPC how to access their data via the 7 days charge and journey history facility. Agents must also be able to reset a customer's password and advise them how to add an additional CPC or Oyster card to their account.
SAP CRM reason codes	• Website Issue – Password / Username – Password / Username • Website Issue – Unregistered Card Issue – Unregistered Card Issue
Notes	

2.   Process map

Online Processes

	CSA	Notes

CSA flowchart:

1. Customer calls regarding information available Online regarding their CPC

2. Follow Logging CPC Related Calls process

3. Regarding access to data for an unregistered CPC?

- Yes → 4. Advise customer to go to https://contactless.tfl.gov.uk/ and select 7 days charge and journey history → 5. Advise customer that they will need to complete the Captcha page to progress, then enter CPC and billing address information → 6. Advise customer that they will be displayed the last 7 days of journey and payment history and that if they register, they can view up to 12 months worth of data and have certain self serve options → 7. Wants to register?
  - No → 8. Update and close Service Ticket [SAP CRM] → End
  - Yes → 9. Follow Update Account / Creation Issues → End

- No → 10. Password Reset
  - Yes → 11. Able to self serve?
    - Yes → 12. Advise customer to go to https://contactless.tfl.gov.uk/ and select Forgotten Password → 8. Update and close Service Ticket [SAP CRM]
    - No → 13. Locate customer's account [CAS] → 14. Verify email address and update if necessary [CAS] → 15. Select Reset Password [CAS] → 16. Update and close Service Ticket [SAP CRM] → End
  - No → 17. Advise customer how to add a card to their existing account by signing into their account and selecting to view all cards → 18. Oyster or CPC?
    - Oyster → 19. Advise customer to enter 12 digit Oyster card number, journey history validation and security answer, then Add this card to complete the process → 16. Update and close Service Ticket [SAP CRM]
    - CPC → 20. Advise customer that they will need to enter CPC details and billing address, and that customers can only do that themselves for security reasons. → 21. Advise customer that the billing address must match the format that held by the card issuer → 22. Does customer believe that billing address is formatted correctly?
      - Yes → 23. Advise customer to contact card issuer
      - No → 24. Advise customer to re-format address to match

Notes:

3. Items that can make contactless transactions by NFC that are NOT devices / mobile phones include stickers and paytags.

9. Not all NFC enabled devices are guaranteed to work on TfL services

10. This information needs to be input into CASC to sign up for an account, entered into the 7 day journey history on the TfL website or input into the CPC IVR to tokenise the card for a TfL agent to view details.

15. If this function is not available, check if the email address linked to the CAS account has a migrated Oyster account on OPUS and to issue a replacement password through their Oyster online account if they do

Author: Andy Douglas
Version: v1.0
Date: 14/05/15

KEY

Start — Task — Decision

Process — End

3.   Document Approvals

Name	Title	Signature	Date
Evren Altinok	Business Support Manager		

Process – B2.15 Lost / Stolen CPCs

0. Document Control

0.1 Document Summary

Ver	Date	Author	Changes since previous issue
0.1	15 Apr 2015	Andy Douglas	First draft
0.2	14 May 2015	Andy Douglas	Amendments following review by Arif Patel

0.2 File Name & Location

T:\6000 Future Ticketing Products\6100 Future Ticketing Programme\6170 Business Design\61725 CCO Sourcing\Contract 1 - JourneyCall\1 Work in progress\Process – B2.15 Lost - Stolen CPCs 0.2.doc

0.3 Reference Documents

Ref.	Name	File location
RD1	Processes Documentation for all processes in scope for Batch 1	\\cisvfl008\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Full Process Documentation for Batch 1.docx

0.4 Document roles

Role	Name	Title
Author	Andy Douglas	Business Analyst
Owner	Evren Altinok	Business Support Manager

1. Process definition

Process name	B2.15 Lost / Stolen CPCs
Group	B2 CPC Telephony
Description	This process details what advice / assistance Agents can give customers who have lost their CPC or had it stolen.
Activities	Agents must advise customer s who have lost their CPC or had it stolen to contact their card issuer in order to have the card stopped. If the loss / theft of the CPC has resulted in a charging issue, the Agent must follow the relevant process.
SAP CRM reason codes	• Lost / Stolen Contactless Card – Lost / Stolen Contactless Card – Lost / Stolen Contactless Card
Notes	

Transport for London
Customer Experience

CCO Sourcing – Contract 1

28 August 2015

2. Process map

3. Document Approvals

Name	Title	Signature	Date
Evren Altinok	Business Support Manager		20 Apr 2015

Process – B2.16 Resolve Billing / Data Issues

0. Document Control

0.1 Document Summary

Ver	Date	Author	Changes since previous issue
0.1	16 Apr 2015	Andy Douglas	First draft
0.2	21 Apr 2015	Andy Douglas	Renumbered
0.3	15 May 2015	Andy Douglas	Amendments following review by Arif Patel

0.2 File Name & Location

T:\6000 Future Ticketing Products\6100 Future Ticketing Programme\6170 Business Design\61725 CCO Sourcing\Contract 1 - JourneyCall\1 Work in progress\Process – B2.16 Resolve Billing - Data Issues 0.3.doc

0.3 Reference Documents

Ref.	Name	File location
RD1	Processes Documentation for all processes in scope for Batch 1	\\cisvfl008\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Full Process Documentation for Batch 1.docx

0.4 Document roles

Role	Name	Title
Author	Andy Douglas	Business Analyst
Owner	Evren Altinok	Business Support Manager

1. Process definition

Process name	B2.16 Resolve Billing / Data issues
Group	B2 CPC Telephony
Description	This process details how Agents will handle calls from customers who are querying the amount they have been charged / refunded or data within their account.
Activities	Agents will need to view the Journey / Payment History for the Contactless Payment Cards (CPCs) in question. If the customer is claiming that they have been billed twice for the same transaction, they must be advised to contact their card issuer as this is an issue relating to the banking system.
	The issue may be because the customer does not understand how fares / capping / refunds work and where they can be viewed. If this is the case, the agent will need to explain the issue to the customer.
	If the customer's billing issue is the result of an incomplete journey or accidental tap, the agent must follow the process to resolve that type of query.
	If it appears that an incorrect fare has been charged or there is an anomaly in the customers data, the Agent should check that the customer is not confusing it with a different type of transaction. If not, the Agent must escalate the issue to Compliance.
	Once the issue has been resolved, the Agent will update and close the Service Ticket.
SAP CRM reason codes	• Billing / Charging Issue – Billing Issue – Dispute Amount / Data
	• Billing / Charging Issue – Billing Issue – Dispute Refund
	• Billing / Charging Issue – Fare Calculation – Dispute Journey Fare
	• Billing / Charging Issue – Fare Calculation – Dispute Daily Cap
	• Billing / Charging Issue – Fare Calculation – Dispute Monday to Sunday Cap
	• Account Data Issue – Account Data Issue – Card Data
	• Account Data Issue – Account Data Issue – Personal Data
	• Account Data Issue – Account Data Issue – Travel Data
Notes	

2. Process map

Resolve Billing Issue

CSA	Notes

1. Customer calls and states that there is an issue with their bill

2. Follow Identification, Verification and Logging of CPC Related Calls process

3. View account details and card status for CPC [CAS]

4. Has the customer had a duplicate charge? — Yes

4. The customer has been charged twice for a single transaction. Only one transaction shows on their journey history, but twice on their bank statement

5. Agent advises customer to contact card issuer

6. Update notes and close Service Ticket [SAP CRM]

— No

7. Is customer's bill correct but they do not understand it? — Yes

8. Explain to customer how billing / Monday to Sunday capping / journey history works and is displayed

No

9. Is the customer disputing a refund that has been correctly made? — Yes

10. Explain to customer how to view refunds and explain how they are calculated

No

11. Is the customer contacting regarding an incomplete journey or an incorrect autofill? — Yes

12. Follow Incomplete Journeys process

No

13. Is the customer contacting regarding an accidental tap or tap they have been charged for but is not on their journey history? — Yes

14. Follow Accidental Taps process

No

15. Is the customer contacting about a fare / transaction that is correct and can be explained? — Yes

16. Address general billing query from customer

No

17. Discuss other possible transactions that the customer may be mistaking the payment for rather than CPC usage.

17. It could be possible that the customer made a transaction at a POM, that they used a Paytag / sticker or it was a different CPC used

18. Is the customer contacting about a fare / transaction that is correct and can be explained? — Yes

19. Compliance will investigate the customer's issue and advise accordingly

No

19. Escalate to Compliance

KEY

Start — Task — Decision

Process — End

Author: Andy Douglas
Version: v1.0
Date: 16/04/15

3. Document Approvals

Name	Title	Signature	Date
Evren Altinok	Business Support Manager		20 Apr 2015

Process – B3.01 General Information

0. Document Control

0.1 Document Summary

Ver	Date	Author	Changes since previous issue
0.1	02 Feb 2015	Etisyai Ince	First draft
0.2	25 Feb 2015	William Cheke	Amendments to notes
0.3	06 Mar 2015	William Cheke	Amendments following feedback from Compliance

0.2 File Name & Location

Docume T:\6000 Future Ticketing Products\6100 Future Ticketing Programme\6170 Business Design\61725 CCO Sourcing\Contract 1 - JourneyCall\1 Work in progressnt2

0.3 Reference Documents

Ref.	Name	File location
RD1	Ticketing Calls (T1, T4, T6, T7, T8) - Processes for Batch 1	\\cisvfl008\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Ticketing\Ticketing Calls For BAU\Ticketing Calls for Batch 1.docx
RD2	Processes Documentation for all processes in scope for Batch 1	\\cisvfl008\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Full Process Documentation for Batch 1.docx

0.4 Document roles

Role	Name	Title	?
Author			
Owner			

1. Process definition

Process name	General Information
Group	B3 General Ticketing
Key owner	
Description	This process must be followed when telephony agents answer all general ticketing enquiries. "Ticketing General Information" is considered a "one and done" activity that the agent must complete whilst the customer is on the phone. Agents providing the Ticketing General Information service will be expected to give assistance, advice and information to customers around all aspects of ticketing on the TfL network and will also need to answer enquires about transaction types that cannot be completed over the phone. These are: • Paper Ticket refunds, • Thames Clippers refunds, • Emirates Airlines refunds, • Withdrawn Ticket refunds, • Oyster Card Deposit Only refund, • Season Ticket Left At Home refund (Paper Tickets) • Trade Up exchange and • Trade Down exchange.
Demand analysis	<mark>Required</mark>
Activities	1. Receive telephone contact regarding Ticketing General Information enquiry; 2. Perform standard telephony greeting; 3. Take customer's name; 4. Open SAP-CRM; 5. Search for existing Business Partner in SAP-CRM; if found, press "Confirm". 6. If no record for the customer is found, create new Business Partner by asking the customer to provide the following details: title, name, address including postcode, phone number, email and Oyster card number (if relevant); 7. Create Service Ticket; 8. Enter brief description into "Description" field; 9. Chose "enquiry" from drop-down list of contact types; 10. Choose Oyster or other most appropriate area from drop-down list; 11. Choose relevant reasons 1, 2 and 3 from drop-down lists that best reflect enquiry; 12. Populate any relevant additional fields; 13. Answer enquiry regarding Ticketing General using any required information that is available; 14. If enquiry is a transaction request that can be processed whilst the customer is on the phone, perform ID&V in accordance with current procedure and process the refund in accordance with the relevant procedure; 15. If enquiry is a transaction request that cannot be answered immediately and/or requires further investigation, refer to process: Ticketing Transaction Request – Pass To Refunds; 16. If customer is requesting a statement – perform ID&V and follow current process for issuing Journey History statements. Give customer Service Ticket number as

	reference. Change Service Ticket status to complete and press "End". 17. End Call
SAP CRM reason codes	• General Information – Where To – Purchase: TfL • General Information – Where To – Purchase: Pass Agent • General Information – Where To – Purchase: non-TfL • General Information – Where To – Registration • General Information – Where To – Exchange • General Information – Fares and Ticketing – General Fare Query • General Information – Fares and Ticketing – Penalty Fares • General Information – Fares and Ticketing – Route Validators • General Information –Non-TfL Services – Registration • General Information –Non-TfL Services – Availability • General Information –Non-TfL Services – Postal Strike Issues • General Information –Non-TfL Services – Card Withdrawn • Website – Journey History – Statement Request • Website – Journey History – Missing Journey History Data • Website – Journey History – General Query Journey History • Website – Journey History – Balance Enquiry • Website – Online purchase – How To • Replacement cards – Lost/Stolen/Failed – Policy • Photocards – Query – How Do I Apply • Photocards – Query – Eligibility • Website – Self Service Refunds – How To • Website – Self Service Refunds – Customer Cannot Complete Ticketing General Information can also include all enquiry/information codes under PAYG charge queries, Replacement Adult Cards, Photocards, Website (including purchases), Refunds, School Party, Data Request and Staff.
Notes	Within the above process, agents may field enquiries about specific refunds that cannot be processed whilst the customer is on the phone. These are detailed below: **Paper Tickets Refund Telephony** • Receive telephone call from customer requesting a refund for a paper ticket or duplicate printed ticket. Ascertain that the ticket was definitely issued by TfL and is eligible for refund; if it was issued by National Rail, the customer should contact National Rail regarding a possible refund. • Advise customer to send in the original ticket along with any supporting evidence required (to TfL Customer Services, 14 Pier Walk, London SE10 0ES) and create a Service Ticket. Give Service Ticket number as reference and advise customer of process for their specific paper ticket type (including providing BACS details). Update notes in SAP CRM to include the time and date the customer called and that they were requesting a refund. Change Service Ticket status to complete and end call (When the ticket is received it will be scanned into SAP CRM; the Service Ticket will be reopened and reassigned to the processing team). **Thames Clippers Refund Telephony** • Receive call from customer regarding refund for travel on Thames Clippers (London River Service); • Is customer enquiring about to claim, or chasing an existing claim? • If customer is enquiring about a new claim, advise customer to contact Thames

Clippers direct and provide contact details;

- If customer is chasing an existing claim, search for existing Service Ticket on SAP-CRM and advise customer of status. If there is no Service Ticket, advise customer to contact Thames Clippers direct and provide contact details;

- Update Service Ticket notes if necessary and end call.

Emirates Airlines Refund Telephony

- Receive call from customer regarding refund for travel on Emirates Airline;

- Is customer enquiring about how to claim, or chasing an existing claim?

- If customer is enquiring about a new claim, create Service Ticket, take details and advise customer that they will be contacted shortly in line with current SLA; give customer Service Ticket number as reference; assign Service Ticket to relevant area's DEA;

- If customer is chasing an existing claim, search for existing Service Ticket on SAP-CRM and advise customer of status;

- Update Service Ticket notes if necessary and end call.

Withdrawn Ticket Refund

- Receive call from customer regarding refund for products held on withdrawn ticket;

- If customer is enquiring about a new claim, create a Service Ticket in SAP-CRM noting all relevant details; advise customer that the matter will be investigated and that they will be contacted with a response within current SLA;

- If customer is chasing an existing claim, search for existing Service Ticket on SAP-CRM and advise customer of any status update;

- Update Service Ticket notes if necessary and end call.

Oyster Card Deposit (Only) Refund

- Receive call from customer regarding Oyster card deposit refund;

- If customer is enquiring about a new claim, advise them that they can cancel the card and claim the deposit by using any of the POMs available at an LU station or by self serving via Oyster online. The customer can also to call up and request the card to be hotlisted and deposit refunded or to send in the Oyster card to TfL Customer Service for a refund. In this case, create a Service Ticket and give it to the customer as a reference to include when sending in the Oyster card;

- If customer is chasing a refund having previously sent in an Oyster card, search for existing Service Ticket on SAP-CRM and advise customer of any status update;

- Update Service Ticket notes if necessary and end call.

Season Ticket Left At Home – Paper Season Ticket

- Receive call from customer who holds a paper season ticket issued by TfL, enquiring about a STLAH refund. NB: STLAH refunds for paper season tickets can only be processed via correspondence channel.

- Confirm that season ticket was purchased from TfL; if it was purchased from National Rail, TfL is not liable to provide a refund and the customer should contact National Rail. Advise customer that they will need to provide a copy of the season ticket and interim ticket evidence to TfL Customer Services in order for a refund to be processed. If customer used a PAYG Oyster card for their interim travel, the Oyster card number must be provided. Where the customer paid for their interims using a CPC, if the CPC is registered, they can provide their email address (or other contact details) in order for us to calculate how much they've spent on interims. If not, they'll have to call in with their CPC handy using FTP options and we'll be able to review how much they've spent on interims

- Create a Service Ticket in SAP-CRM and give the Service Ticket number to customer to use as a reference when sending in interim ticket evidence. (The copy of season ticket and interim ticket evidence will be logged by DEA and linked to the Service Ticket, which will be re-assigned to the processing team at that stage as a

correspondence item).

- Update notes, change Service Ticket status to complete and press End.

Season Ticket Surrender/Cancel Enquiry (including Unused Tickets, Paper Tickets and Duplicate Printed Tickets)

Refunds paid against season tickets that have been cancelled or products held on surrendered Oyster cards cannot be processed over the phone. Due to the complexity of the procedure, a separate process description and diagram are included for Season Ticket Surrender/Cancel Enquiries

Refunds paid against unused tickets and paper tickets (including duplicate printed tickets) are specific types of surrender/cancel refund: paper ticket refunds can only issued via correspondence channel (as usage of paper tickets should be checked with a hand held checker, if one is available) and are refunded using the Paper Ticket Refunds process. Agents should note that fully unused tickets are refunded at full face value (ordinary basis). For unused tickets on Oyster, agents must verify in OCTAgone that the ticket held on the Oyster card was not used and verify that customer has provided a valid reason for the surrender/cancel of the unused ticket.

Printed duplicate tickets: TfL will not normally refund customers for duplicate printed tickets that they no longer require, unless the original printed ticket was found and returned to TfL within one month of the date it was reported lost by the customer. Nevertheless, TfL will consider making a refund if the customer stops using a duplicate printed ticket for a reason such as redundancy, long term personal illness or pregnancy, provided the customer provides satisfactory proof.

Trade Up Exchange

This process is followed when a customer requires the season ticket on their Oyster card to be changed to cover more zones or to a zonal combination that costs more than the existing season ticket.

Information is passed to the Refunds Team within TfL's Contact Centre Operations area (CCO) to calculate the amount the customer needs to pay. This is then passed to the outsourced to contact the customer to take payment and issue the replacement card.

There are exceptions to this based around the remaining duration of the season ticket, the Oyster card's status and where it was purchased from.

Trade Down Exchange

- Agent receives a call from a customer wishing to trade down a season ticket on Oyster. ID & V customer and create Service Ticket in SAP-CRM;

- Create a Service Ticket in SAP-CRM (SAP-CRM reason codes: refunds – exchanges – trade down) and give the Service Ticket number to customer as a reference.

- If enquiry relates to a new trade down, advise customer that to be eligible, their season ticket must have been purchased from TfL not National Rail, must not have been purchased using a warrant,or issued through Ladbrokes ,William Hill or Harvey Nichols cannot be a Bus & Tram Pass

- Must not have less than 1 month and 1 day validity remaining and must not have the same price as the replacement ticket; (these, along with the other exceptions, apply to both trade ups and downs). Agent will need to take BACS details from the
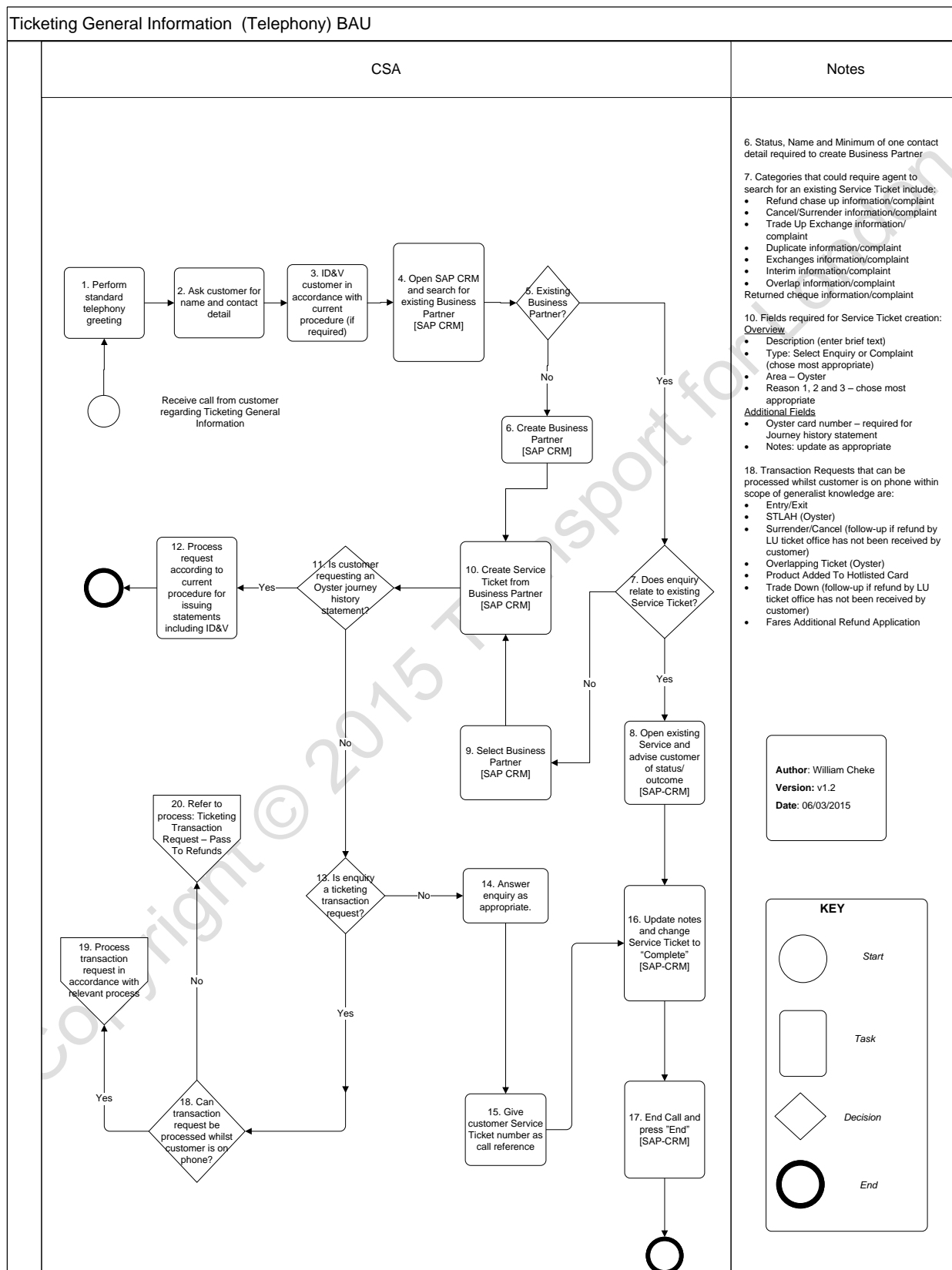
customer and update them to the Service Ticket in order for Customer Refunds & Fares to issue the refund.

- The customer will be advised that the new card has been ordered and the old one will be hotlisted within 72 hours. The agent will hotlist the card 72 hours later and assigns the Service Ticket to the Refunds Team in CCO.
- The Refunds Team will calculate and make the refund to the customer, before updating and closing the Service Ticket.

2. Process map

Ticketing General Information (Telephony) BAU

CSA	Notes

CSA column (flowchart):

Receive call from customer regarding Ticketing General Information *(Start)*

1. Perform standard telephony greeting

2. Ask customer for name and contact detail

3. ID&V customer in accordance with current procedure (if required)

4. Open SAP CRM and search for existing Business Partner [SAP CRM]

5. Existing Business Partner? — No / Yes

6. Create Business Partner [SAP CRM]

7. Does enquiry relate to existing Service Ticket? — No / Yes

8. Open existing Service and advise customer of status/ outcome [SAP-CRM]

9. Select Business Partner [SAP CRM]

10. Create Service Ticket from Business Partner [SAP CRM]

11. Is customer requesting an Oyster journey history statement? — Yes / No

12. Process request according to current procedure for issuing statements including ID&V *(End)*

13. Is enquiry a ticketing transaction request? — No / Yes

14. Answer enquiry as appropriate.

15. Give customer Service Ticket number as call reference

16. Update notes and change Service Ticket to "Complete" [SAP-CRM]

17. End Call and press "End" [SAP-CRM]

18. Can transaction request be processed whilst customer is on phone? — Yes / No

19. Process transaction request in accordance with relevant process

20. Refer to process: Ticketing Transaction Request – Pass To Refunds

Notes column:

6. Status, Name and Minimum of one contact detail required to create Business Partner

7. Categories that could require agent to search for an existing Service Ticket include:
- Refund chase up information/complaint
- Cancel/Surrender information/complaint
- Trade Up Exchange information/ complaint
- Duplicate information/complaint
- Exchanges information/complaint
- Interim information/complaint
- Overlap information/complaint
Returned cheque information/complaint

10. Fields required for Service Ticket creation:
Overview
- Description (enter brief text)
- Type: Select Enquiry or Complaint (chose most appropriate)
- Area – Oyster
- Reason 1, 2 and 3 – chose most appropriate
Additional Fields
- Oyster card number – required for Journey history statement
- Notes: update as appropriate

18. Transaction Requests that can be processed whilst customer is on phone within scope of generalist knowledge are:
- Entry/Exit
- STLAH (Oyster)
- Surrender/Cancel (follow-up if refund by LU ticket office has not been received by customer)
- Overlapping Ticket (Oyster)
- Product Added To Hotlisted Card
- Trade Down (follow-up if refund by LU ticket office has not been received by customer)
- Fares Additional Refund Application

Author: William Cheke
Version: v1.2
Date: 06/03/2015

KEY

○ Start
▢ Task
◇ Decision
◉ End

3. Document Approvals

Name	Title	Signature	Date
Natalie Stouchbury			23 Feb 2015

Transport for London
Customer Experience

CCO Sourcing – Contract 1

28 August 2015

Process – B3.02 General Complaint

0. Document Control

0.1 Document Summary

Ver	Date	Author	Changes since previous issue
0.1	02 Feb 2015	Etisyai Ince	First draft

0.2 File Name & Location

Document T:\6000 Future Ticketing Products\6100 Future Ticketing Programme\6170 Business Design\61725 CCO Sourcing\Contract 1 - JourneyCall\1 Work in progress 2

0.3 Reference Documents

Ref.	Name	File location
RD1	Ticketing Calls (T1, T4, T6, T7, T8) - Processes for Batch 1	\\cisvfl008\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Ticketing\Ticketing Calls For BAU\Ticketing Calls for Batch 1.docx
RD2	Processes Documentation for all processes in scope for Batch 1	\\cisvfl008\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Full Process Documentation for Batch 1.docx

0.4 Document roles

Role	Name	Title
Author	Etisyai Ince	Business Analyst
Owner	Evren Altinok	Business Support Manager

1. Process definition

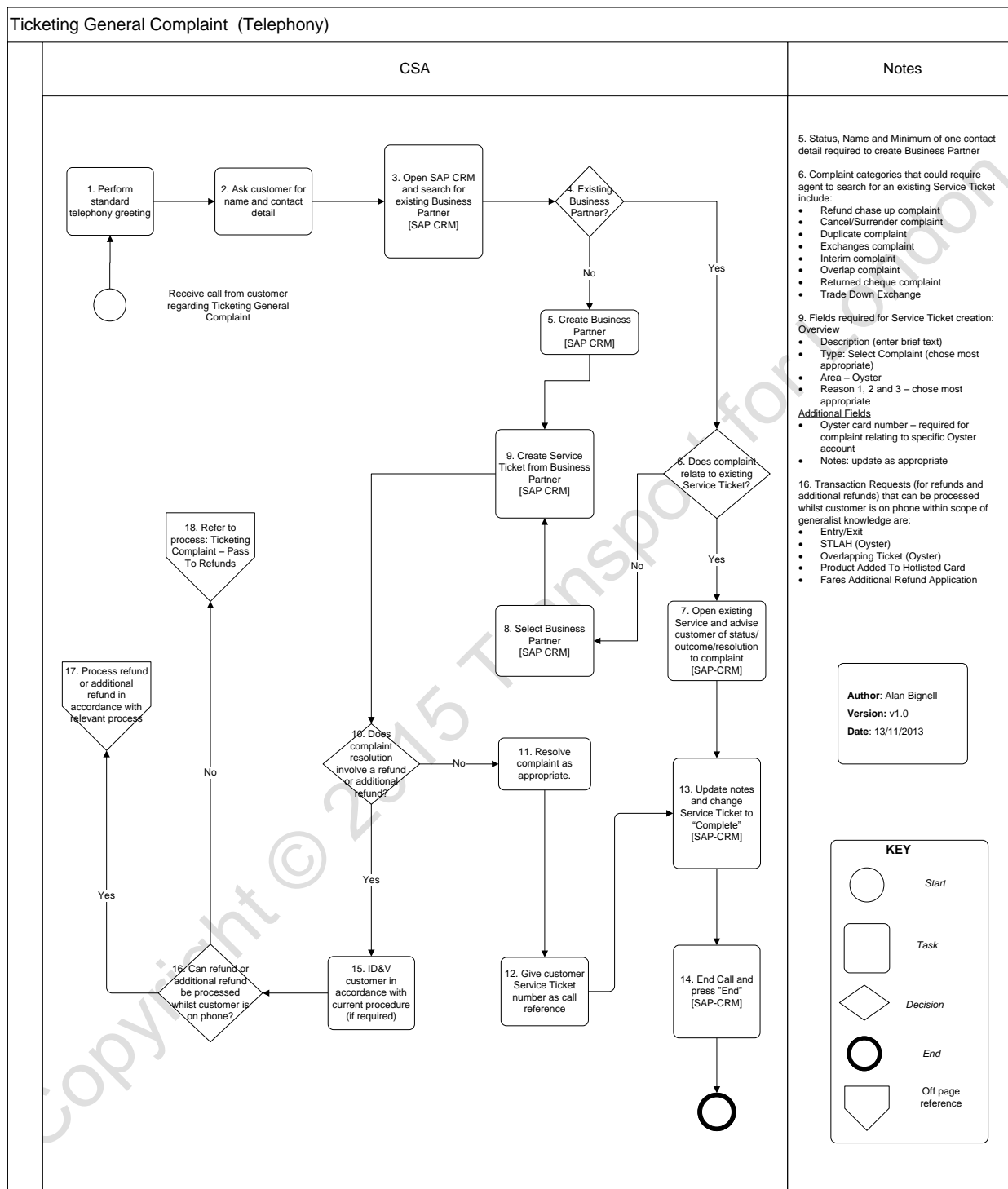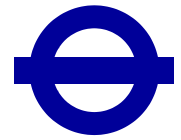| Process name	General Complaint
Group	B3 General Ticketing
Description	All telephone complaints related to any aspect of ticketing on the TfL network covered by general ticketing issues. "Ticketing General Complaint" is considered a "one and done" activity that the agent must complete whilst the customer is on the phone.
Activities	1. Receive telephone contact regarding Ticketing General Complaint; 2. Perform standard telephony greeting; 3. Take customer's name; 4. Open SAP-CRM; 5. Search for existing Business Partner in SAP-CRM; if found, press "Confirm". 6. If no record for the customer is found, create new Business Partner by asking the customer to provide the following details: title, name, address including postcode, phone number, email and Oyster card number (if relevant); 7. Create Service Ticket; 8. Enter brief description into "Description" field; 9. Chose "complaint" from drop-down list of contact types; 10. Choose Oyster or other most appropriate area from drop-down list; 11. Choose relevant reasons 1, 2 and 3 from drop-down lists that best reflect complaint; 12. Populate any relevant additional fields; 13. Answer Ticketing General Complaint using any required information that is available; 14. If complaint resolution involves a transaction request that can be processed whilst the customer is on the phone, perform ID&V in accordance with current procedure and process the refund in accordance with the relevant procedure; 15. If complaint resolution involves an issue or transaction request that cannot be answered immediately and/or requires further investigation, refer to process: Ticketing Telephony Complaint – Pass To Refunds; 16. End Call.
SAP CRM reason codes	• Website – Journey History – Missing Journey History Data • Website – Online Purchase – Double Charges • Website – Online Purchase – Failed Ad Hoc Load • Website – Online Purchase – Failed Transaction Cybersource • Website – ATU – ATU • Purchases – All modes - Unable to make purchase (TOM and POM) • Staff – TfL Customer Services – Incorrect Information/General Complaint • Staff – Journeycall – Incorrect Information/General Complaint • Staff – Novacroft – Incorrect Information/General Complaint • Staff – Pass Agent – Incorrect Information/General Complaint • General Information – Fares and Ticketing – General Fare Query • General Information – Fares and Ticketing – Penalty Fares • General Information – Fares and Ticketing – Route Validators Ticketing Complaints can also include all other complaints coded under PAYG charge queries, Replacement Adult Cards, Photocards, Website (including purchases), Refunds,

Notes	School Party, Data Request and Staff.
	•

2. Process map

Ticketing General Complaint (Telephony)

CSA / **Notes**

1. Perform standard telephony greeting
2. Ask customer for name and contact detail
3. Open SAP CRM and search for existing Business Partner [SAP CRM]
4. Existing Business Partner?

Receive call from customer regarding Ticketing General Complaint

5. Create Business Partner [SAP CRM]

6. Does complaint relate to existing Service Ticket?

9. Create Service Ticket from Business Partner [SAP CRM]

18. Refer to process: Ticketing Complaint – Pass To Refunds

8. Select Business Partner [SAP CRM]

7. Open existing Service and advise customer of status/outcome/resolution to complaint [SAP-CRM]

17. Process refund or additional refund in accordance with relevant process

10. Does complaint resolution involve a refund or additional refund?

11. Resolve complaint as appropriate.

13. Update notes and change Service Ticket to "Complete" [SAP-CRM]

16. Can refund or additional refund be processed whilst customer is on phone?

15. ID&V customer in accordance with current procedure (if required)

12. Give customer Service Ticket number as call reference

14. End Call and press "End" [SAP-CRM]

Notes:

5. Status, Name and Minimum of one contact detail required to create Business Partner

6. Complaint categories that could require agent to search for an existing Service Ticket include:
- Refund chase up complaint
- Cancel/Surrender complaint
- Duplicate complaint
- Exchanges complaint
- Interim complaint
- Overlap complaint
- Returned cheque complaint
- Trade Down Exchange

9. Fields required for Service Ticket creation:
Overview
- Description (enter brief text)
- Type: Select Complaint (chose most appropriate)
- Area – Oyster
- Reason 1, 2 and 3 – chose most appropriate
Additional Fields
- Oyster card number – required for complaint relating to specific Oyster account
- Notes: update as appropriate

16. Transaction Requests (for refunds and additional refunds) that can be processed whilst customer is on phone within scope of generalist knowledge are:
- Entry/Exit
- STLAH (Oyster)
- Overlapping Ticket (Oyster)
- Product Added To Hotlisted Card
- Fares Additional Refund Application

Author: Alan Bignell
Version: v1.0
Date: 13/11/2013

KEY

○ Start

☐ Task

◇ Decision

◉ End

⬠ Off page reference

3. Document Approvals

Name	Title	Signature	Date
Evren Altinok	Business Support Manager		20 Jun 2015

Process – B3.03 Transaction - Pass to Refunds

0. Document Control

0.1 Document Summary

Ver	Date	Author	Changes since previous issue
0.1	02 Feb 2015	Etisyai Ince	First draft

0.2 File Name & Location

Documen T:\6000 Future Ticketing Products\6100 Future Ticketing Programme\6170 Business Design\61725 CCO Sourcing\Contract 1 - JourneyCall\1 Work in progress t4

0.3 Reference Documents

Ref.	Name	File location
RD1	Processes Documentation for all processes in scope for Batch 1	\\cisvfl008\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Full Process Documentation for Batch 1.docx
RD2	Ticketing Calls (T1, T4, T6, T7, T8) - Processes for Batch 1	\\cisvfl008\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Ticketing\Ticketing Calls For BAU\Ticketing Calls for Batch 1.docx

0.4 Document roles

Role	Name	Title
Author	Etisyai Ince	Business Analyst
Owner	Evren Altinok	Business Support Manager

1. Process definition

Process name	Transaction - Pass to Refunds
Group	B3 General Ticketing
Description	Where the customer is requesting a transaction (refund) type that cannot be completed whilst the customer is on the phone, agents should follow the "Ticketing Telephony Transaction Request – Pass to Refunds" process. Full details must be taken from the customer and a Service Ticket created, which is then either assigned to the ticketing refunds (or other processing) team for the transaction to be completed, or the status changed to "Completed" until the customer sends in any supporting evidence that is required for the transaction request to be completed. The customer must be advised of the SLA for the relevant transaction type.
Activities	From Ticketing General Information call – ticketing transaction request that cannot be processed whilst the customer is on the phone; • If the transaction request relates to a refund type for which the customer must send in additional documentation or evidence (including interim ticket evidence), advise of what is needed to complete their request and give Service Ticket number as reference. Advise customer of likely timescale for response and end call. Update notes with a brief description of contact if necessary and change Service Ticket status to complete. Press "End"; • If the transaction request relates to a refund type that cannot be processed over the phone or requires further investigation, assign Service Ticket to processing team (ticketing refunds issues/correspondence) and advise customer of expected timescale for response. Update notes on Service Ticket with a brief description of contact if necessary. Leave Service Ticket status as open. End call and press "End".
SAP CRM reason codes	• Refunds – interim – Failed card • Refunds – Duplicates – Refund chase up
Notes	

2.   Process map

Ticketing Transaction Request (Telephony) – Pass To Refunds

CSA	Notes

CSA

1. From Ticketing General Information

Ticketing Transaction Request that cannot be processed whilst customer is on phone

2. Is customer required to send in additional documentation/ evidence before transaction request can proceed?

— Yes →

3. Advise customer of what needs to be sent in order to complete their request and give Service Ticket number as reference

No

4. Advise customer of likely timescale for response and end call

5. Update notes and change Service Ticket to "Complete" [SAP-CRM]

6. End Call and press "End" [SAP-CRM]

7. Advise customer that the transaction request cannot be processed whilst on the phone

8. Update notes and reassign Service Ticket to relevant processing team. Press "End" [SAP-CRM]

KEY

○ Start

☐ Task

◇ Decision

◎ End

▽ Off Page Reference

Author: Alan Bignell
Version: v1.1
Date: 27/12/2013

Notes

2. Transaction requests that require a customer to send in additional documentation/evidence include:
- Cancel/Surrender - Provision of "Application for Refund" receipt issued by ticket offices for cancelled season tickets
- Trade Down Exchange - Provision of "Application for Refund" receipt issued by ticket offices for cancelled season tickets
- STLAH (for National Rail season tickets on Oyster and TfL printed season tickets)
- Paper Ticket and Printed Duplicate Refunds

3. When required documentation is received by DEA, Service Ticket will be reopened and assigned to processing team.

7. Refund transaction requests that cannot be processed whilst customer is on phone include:
- Cancel/Surrender
- Trade Down Exchange
- Oyster card deposit only refund
- Withdrawn Ticket refund
- Thames Clippers refund
- Emirates Airlines refund (when confirmation of service suspension required from Emirates Airlines)

7. Other transaction request queries and "complex" refunds issues that may require investigation before resolution include:
- Payment Errors
- Failed Transactions
- Customer Unable To Make Purchase
- Failed Ad Hoc Load
- Double Charges
- Duplicate Authorisation
- Refund Chase Up
- Trade Down Exchange
- Trade Up Exchange
- Unhappy With Refund
- Returned/Cancelled Cheque
- Warrant Scheme Chase Up
- Incomplete Journey
- Fares Additional Refund Application (if reason not evident from OCTAgone)

8. Reassign Service Ticket by entering Responsible Group number for relevant processing team or DEA team in "Responsible Group" field of "Partners" area of Service Ticket in SAP-CRM

3. Document Approvals

Name	Title	Signature	Date
Evren Altinok	Business Support Manager		10 Jun 2015

Process – B3.04 Complaint - Pass to Refunds

0. Document Control

0.1 Document Summary

Ver	Date	Author	Changes since previous issue
0.1	05 Feb 2015	Etisyai Ince	First draft
0.2	25 Feb 2015	William Cheke	Addition of SAP CRM codes

0.2 File Name & Location

Docume T:\6000 Future Ticketing Products\6100 Future Ticketing Programme\6170 Business Design\61725 CCO Sourcing\Contract 1 - JourneyCall\1 Work in progress nt2

0.3 Reference Documents

Ref.	Name	File location
RD1	Processes Documentation for all processes in scope for Batch 1	\\cisvfl008\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Full Process Documentation for Batch 1.docx
RD2	Ticketing Calls (T1, T4, T6, T7, T8) - Processes for Batch 1	\\cisvfl008\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Ticketing\Ticketing Calls For BAU\Ticketing Calls for Batch 1.docx

0.4 Document roles

Role	Name	Title	?
Author			
Owner			

CCO Sourcing – Contract 1

2. Process map

Ticketing Complaint (Telephony) – Pass To Refunds

CSA

Notes

3. When required documentation is received by DEA, Service Ticket will be reopened and assigned to processing team.

2, 7. Complaint issues that may require investigation before resolution, or for additional documentation/evidence to be sent in, include:
- Payment Errors
- Failed Transactions
- Customer Unable To Make Purchase
- Failed Ad Hoc Load
- Double Charges
- Duplicate Authorisation
- Refund Chase Up
- Trade Up Exchange
- Trade Down Exchange
- Unhappy With Refund
- Returned/Cancelled Cheque
- Warrant Scheme Chase Up
- Incomplete Journey
- Fares Additional Refund Application (if reason not evident from OCTAgone)

8. Reassign Service Ticket by entering Responsible Group number for relevant processing team or DEA in "Responsible Group" field of "Partners" area of Service Ticket in SAP-CRM.

KEY

| Start |
| Task |
| Decision |
| End |
| Off Page Reference |

Author: Alan Bignell
Version: v1.1
Date: 27/12/2013

3. Document Approvals

Name	Title	Signature	Date
Natalie Stouchbury	Reviewer (Compliance)		23 Feb 2015

Process – B3.06 Service Delay Refunds

0. Document Control

0.1 Document Summary

Ver	Date	Author	Changes since previous issue
0.1	20 Apr 2015	William Cheke	First draft
0.2	24 Apr 2015	William Cheke	Amendments following feedback from Andy Douglas
0.3	28 Apr 2015	William Cheke	Amendments to process map following feedback from Andy Douglas.
0.4	05 May 2015	William Cheke	Changes to process map following feedback from Natalie Stouchbury

0.2 File Name & Location

0.3 Reference Documents

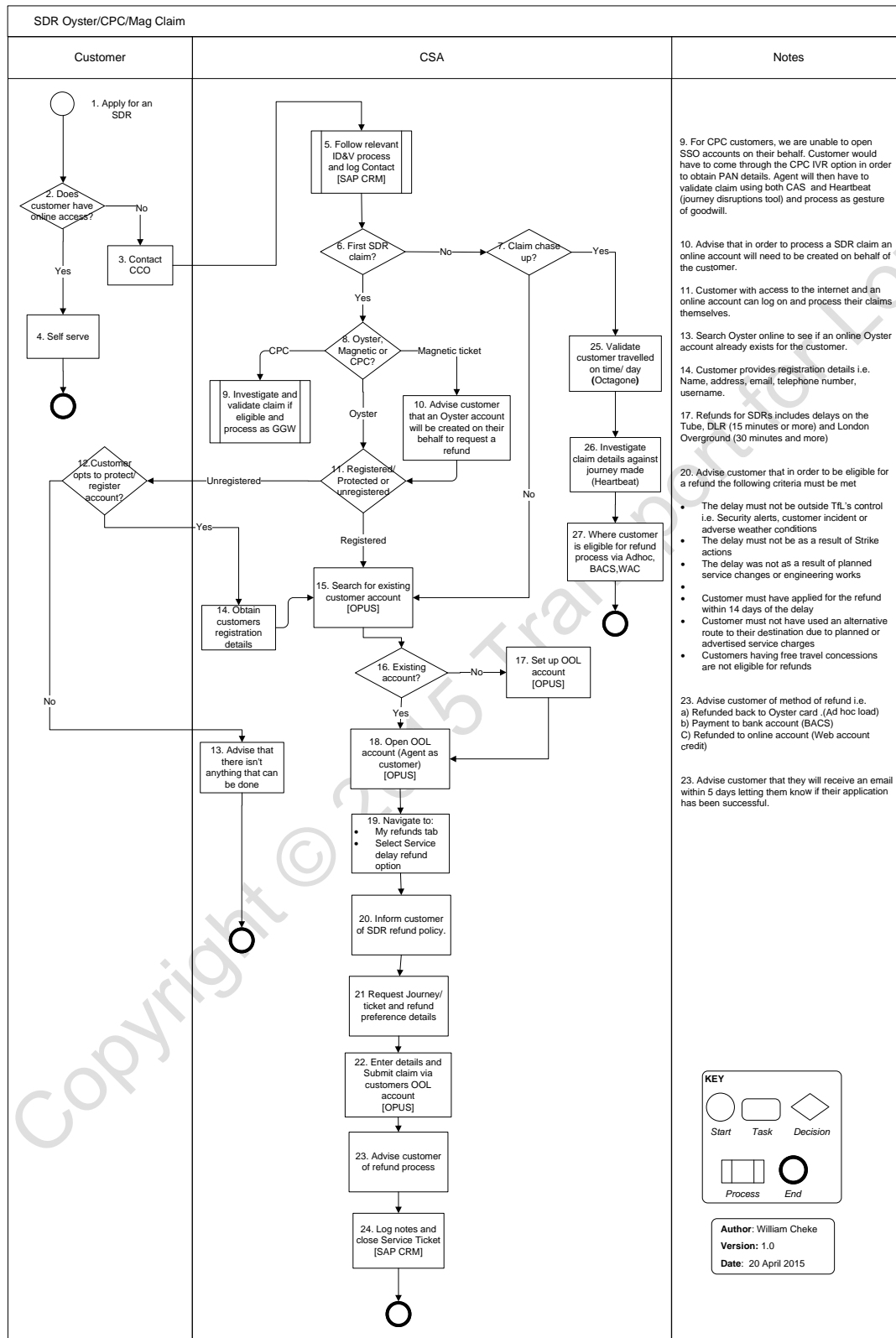| Ref.	Name	File location
RD1	Processes Documentation for all processes in scope for Batch 1	\\cisvfl008\B1it0153\CE CCO\Programme 3\Process & Systems - EA\Process Review Project\ACSE\ACSE Final\Full Process Documentation for Batch 1.docx

0.4 Document roles

Role	Name	Title
Author	William Cheke	Business Analyst
Owner	Evren Altinok	Business Support Manager

Process definition

Process name	B3.06 Service Delay Refunds
Group	B3 General Ticketing
Description	Process for submitting a claim on behalf of a customer for a Service Delay Refund (SDR). All claims for SDRs should be submitted by the customer either via Oyster online or CASC. Where the customer does not have access to an Oyster online account then the agent will need to follow the steps below.
Activities	- Customer contacts CCO requesting a SDR - Customer confirms if the journey was made using a CPC or Oyster card - Agent ID&Vs customer and establishes if this is a first claim or chase up - If the refund is for an Oyster card journey, advise customer that an Oyster online account will need to be created on their behalf to process the refund - Obtain all relevant details from the customer i.e.name, address, contact number, email address, username etc - Navigate using the customers Oyster online account to the Refunds tab and select Service and delay refund options - Advise customer on refund policy for SDR's i.e. Journey made within 14 days of the claim, delay for Tube and DLR must be for 15 minutes or longer and 30 minutes or longer for delays on the London Overground - Advise customer of refund options - Inform customer that they should be notified via email within 5 days if their claim has been successful or rejected - Log notes on SAP CRM and close Service Ticket - If the journey was made using a CPC advise customer that we are unable to set up an online account on their behalf. If customer has no internet access than agent will need to process refund on behalf of the customer as a gesture of goodwill. Agent will need to validate the claim using Heartbeat to check the date and duration of the disruption.
SAP CRM reason codes	- Process for Service delay refund – DLR – Service delay refund - Process for Service delay refund – Overground – Service delay refund - Process for Service delay refund – LU– Service delay refund - Process for Service delay refund – DLR – Service delay refund policy - Process for Service delay refund – Overground – Service delay refund policy - Process for Service delay refund – LU – Service delay refund policy

CCO Sourcing – Contract 1

1. Process map

SDR Oyster/CPC/Mag Claim

Customer	CSA	Notes

Customer

1. Apply for an SDR
2. Does customer have online access? — No / Yes
3. Contact CCO
4. Self serve
12. Customer opts to protect/ register account? — Yes / No
14. Obtain customers registration details
13. Advise that there isn't anything that can be done

CSA

5. Follow relevant ID&V process and log Contact [SAP CRM]
6. First SDR claim? — No / Yes
7. Claim chase up? — Yes / No
8. Oyster, Magnetic or CPC? — CPC / Oyster / Magnetic ticket
9. Investigate and validate claim if eligible and process as GGW
10. Advise customer that an Oyster account will be created on their behalf to request a refund
11. Registered/ Protected or unregistered — Unregistered / Registered
15. Search for existing customer account [OPUS]
16. Existing account? — No / Yes
17. Set up OOL account [OPUS]
18. Open OOL account (Agent as customer) [OPUS]
19. Navigate to:
   • My refunds tab
   • Select Service delay refund option
20. Inform customer of SDR refund policy.
21. Request Journey/ ticket and refund preference details
22. Enter details and Submit claim via customers OOL account [OPUS]
23. Advise customer of refund process
24. Log notes and close Service Ticket [SAP CRM]
25. Validate customer travelled on time/ day (Octagone)
26. Investigate claim details against journey made (Heartbeat)
27. Where customer is eligible for refund process via Adhoc, BACS,WAC

Notes

9. For CPC customers, we are unable to open SSO accounts on their behalf. Customer would have to come through the CPC IVR option in order to obtain PAN details. Agent will then have to validate claim using both CAS and Heartbeat (journey disruptions tool) and process as gesture of goodwill.

10. Advise that in order to process a SDR claim an online account will need to be created on behalf of the customer.

11. Customer with access to the internet and an online account can log on and process their claims themselves.

13. Search Oyster online to see if an online Oyster account already exists for the customer.

14. Customer provides registration details i.e. Name, address, email, telephone number, username.

17. Refunds for SDRs includes delays on the Tube, DLR (15 minutes or more) and London Overground (30 minutes and more)

20. Advise customer that in order to be eligible for a refund the following criteria must be met
   • The delay must not be outside TfL's control i.e. Security alerts, customer incident or adverse weather conditions
   • The delay must not be as a result of Strike actions
   • The delay was not as a result of planned service changes or engineering works
   •
   • Customer must have applied for the refund within 14 days of the delay
   • Customer must not have used an alternative route to their destination due to planned or advertised service charges
   • Customers having free travel concessions are not eligible for refunds

23. Advise customer of method of refund i.e.
a) Refunded back to Oyster card .(Ad hoc load)
b) Payment to bank account (BACS)
C) Refunded to online account (Web account credit)

23. Advise customer that they will receive an email within 5 days letting them know if their application has been successful.

KEY

Start — Task — Decision
Process — End

Author: William Cheke
Version: 1.0
Date: 20 April 2015

2. Document Approvals

Name	Title	Signature	Date
Evren Altinok	Business Support Manager		10 Jun 2015