

# Coming home? **Ticketing & Revenue**

## **Hot Issues Bulletin**

Day	FRIDAY 09	SATURDAY 10	SUNDAY 11	MONDAY 12	TUESDAY 13	WEDNESDAY 14	THURSDAY 15
General Outlook							
High/Low °C	22° / 14°	17° / 13°	21° / 15°	19° / 14°	21° / 15°	22° / 14°	23° / 13°

This Bulletin replaces the Revenue section of the Traffic Circular and is required reading for all Station and Revenue Control staff. Upon publication, Supervisors must ensure that staff are made aware of any content relating to their daily duties.

**Issue No: 27-21** **Issue Date: Friday 09 July 2021**

All station and Revenue Control staff are reminded that this Bulletin is the official source for all information and guidance relating to ticketing and revenue issues on London Underground.

Recipients reading the Hot Issues Bulletin on their iPads or PCs are advised that many articles now have embedded links to allow easy access to useful reference documents. Simply click or touch on each link to activate → [Click here](#)

### Section I – TICKET HALL ISSUES

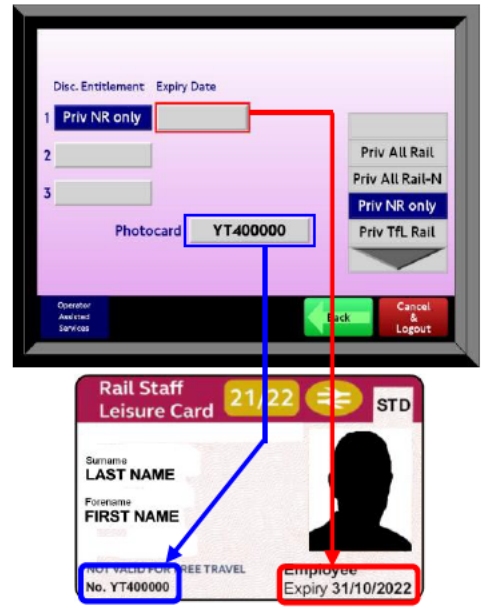
#### ADDITION OF PRIV NR ONLY DISCOUNT TO POM SCREENS NEW

Station and Revenue Control staff are given advance notice that from *Sunday 18 July* the Priv NR Only discount for the holders of the NR Rail Staff Leisure Card will be added to the staff operated screens on LU POMs.

*However, this discount must only be set by staff on TVMs at London Overground and TfL Rail stations.*

This move has been brought in due to a number of National Rail ticket offices removing their FASTIS devices, which has also removed their ability to add this discount to Oyster cards. It is not possible to add this discount solely on TVMs and is why it will appear on all POM staff operated screens.

Any customers asking to have the Priv NR Only discount before this date, must be advised to visit a station operated by the above or buy a ticket or use PAYG to make their journey.



**ADDITION OF PRIV NR ONLY DISCOUNT TO POM SCREENS**

**UPDATED**

Station and Revenue Control staff are given advance notice that from *Sunday 18 July* the Priv NR Only discount for the holders of the NR Rail Staff Leisure Card will be added to the staff operated screens on LU POMs.

*This particular discount must not be set using the staff facilities on LU POMs and any requests to have the discount set should be directed towards London Overground or TfL Rail operated stations, where the discount can be set on their TVMs.*

This move has been brought in due to a number of National Rail ticket offices removing their FASTIS devices, which has also removed their ability to add this discount to Oyster cards. It is not possible to add this discount solely on TVMs and is why it will appear on all POM staff operated screens.

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