

Transport for London

Revenue Collection Services

Schedule 11.4 – Revenue and Accounting Services

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1 Introduction

1.1 Scope and Purpose

- 1.1.1 This Schedule 11.4 (Revenue and Accounting Services) sets out the scope and requirements for the collection, processing and reporting of Data for the purposes of revenue accounting, apportionment, reconciliation and reporting (the "**Revenue and Accounting Services**").
- 1.1.2 The objectives of this Schedule, which shall be deemed TTL Objectives for purposes of Clause 3 (Objectives), are to ensure that TTL and the other members of the TTL Group are able to meet their accounting and related contractual responsibilities and management information needs including, but not limited to:
- (a) statutory accounting;
 - (b) Period reports required by the Department for Transport;
 - (c) the recording and reporting of value, cash generated and consequent debtors and creditors resulting from the sale of Travel Products by any outlet authorised to sell Travel Products on TfL services or other transport operators (e.g. Train Operating Companies); and
 - (d) the allocation of revenue collected between transport operators (including TTL) operating in the Transport Network entitled to a share of revenue from the sale of Travel Products.

1.2 Revenue and Accounting Overview

- 1.2.1 The Contractor shall ensure that the Prestige Back Office Modules produce and deliver revenue and apportionment reports and files in accordance with this Schedule 11.4 (Revenue and Accounting Services) on a daily, weekly, Periodic and annual basis. These reports and files not only provide information which TTL requires for accounting and business purposes, but also demonstrate that the Contractor is properly managing the System processes to collate, organise and structure Data in order to support TTL in the running of its own reports on the Data.
- 1.2.2 In addition to the reports and files set out in this Schedule, the FTP Back Office Modules are connected to an Interfacing System, the TTL Data Warehouse. Data from the FTP Back Office Modules is transferred to the TTL Data Warehouse on a near real time basis. If requested by Variation, TTL may request the Contractor to provide a similar capability from the TTL ITSO HOPS and Prestige Back Office Modules during the Term.
- 1.2.3 TTL's requirements in relation to revenue and accounting Data include but are not limited to details of:
- (a) issued Token by type and issuing Device;
 - (b) sales values by Travel Product and transaction type;
 - (c) all Customer journeys made by media type (e.g. Magnetic Ticket, Prestige Card, CPC) and Token;
 - (d) issued Cards and, if appropriate, deposits or charges paid;

- (e) PAYG value purchased and used;
- (f) PAYG use including accounting for discounts or bonuses arising from Travel Products and promoted by TTL arrangements;
- (g) PAYG values held on each Prestige Card reconciled to the PAYG value held within the Central Systems Modules at pre-determined periods of time, and as at the last Prestige Card transaction;
- (h) exceptions if PAYG balances do not reconcile within tolerances defined by TTL;
- (i) individual Prestige Card Customers and, where identifiable, details of all Prestige Cards held by individual Prestige Card Customers (as appropriate);
- (j) Sales and Consumables Management Services and sales forecasts and remittances; and
- (k) Magnetic Ticket stock control.

1.2.4 In addition to paragraph 1.2.3 above, TTL's requirements for TTL Group's controlled sales outlets include, but are not limited to, details of:

- (a) method of payment by transaction;
- (b) cash and cash equivalents remitted;
- (c) balanced accounts for each LU ticket seller by shift and/or remit; and
- (d) duplicate, refunded and exchanged Travel Products and voucher transactions.

1.2.5 The Contractor shall ensure that:

- (a) all accounting information and Data is timely, accurate and complete and proved by exception reports (e.g. tickets issued to recorded sales receipts) and TTL reconciliation;
- (b) accounting information is available for sales receipts by ticket type and allocation of sales revenue between those transport operators who are party to any Third Party Agreement relating to revenue or any successor agreement (the effect of such successor agreement to be implemented by a Variation); and
- (c) appropriate monitoring, management and reporting measures are implemented in relation to the commencement and cessation of British Summer Time (BST) to prevent, identify, mitigate and/or promptly correct any errors or discrepancies in the Data arising and notify TTL promptly of any such errors or discrepancies and the remedial actions being taken by the Contractor.

2 Revenue and Accounting Services

2.1 Generally

- 2.1.1 The Contractor shall provide all relevant Data and an appropriate mechanism to enable TTL to run the reports set out in Appendix 1 and prepare and provide to TTL the reports set out in Appendix 2, which include the value (including VAT if appropriate), volume and commission payable on the sale of Travel Products (including accruals), including weekly, Period-end and annual forecast, budget and variance reports on sales of Travel Products relating to Retail Network Services and Sales and Consumables Management Services according to the delivery timescales set out in Appendix 1 or as reasonably required by TTL.
- 2.1.2 In circumstances where details of all or part of the sales Data for a particular week or Period are not available, the Contractor shall provide an estimate (clearly defined as such). Actual sales relating to such sales Data shall be provided in the first weekly or Periodic report after the actual details become available (and will be clearly identified as replacing previous estimates).
- 2.1.3 The financial accounting reports referred to in paragraph 2.1.1 and Appendix 1 of this Schedule may comprise part of a week only, if required by TTL for financial year end purposes, in which case:
- (a) the Contractor shall provide a report covering that part of the week; and
 - (b) the Contractor shall subsequently provide a report for the full week at the end of that week.
- 2.1.4 The Contractor shall ensure that the details relating to actual and estimated sales to be provided to TTL under this Schedule in respect of each Travel Product shall include, but not be limited to:
- (a) the type of Travel Product and its period of validity;
 - (b) the amount (including VAT, if any) charged to the purchaser of the Travel Product;
 - (c) the Zone(s) for which the Travel Product is valid (where applicable); and
 - (d) if the Travel Product may be sold only to, or used only by, a particular category of Customer, the category in question.
- 2.1.5 The Contractor shall:
- (a) be available, if required by TTL, to discuss and report on information supplied in accordance with paragraph 2.1.1 of this Schedule and to provide revisions to the estimates described in paragraph 2.1.2 of this Schedule in accordance with a timetable as reasonably required by TTL;
 - (b) provide and maintain the TTL sales ledger (including a subsidiary ledger for VAT as required by TTL to meet relevant applicable Law) for sales of Travel Products in accordance with Schedule 4.9 (Retail Management Services) and Schedule 4.10 (Sales & Consumables);

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- (c) retain, and make available to TTL on request, invoices, books of accounts and financial accounting reports securely and readily accessible in accordance with Clause 65 (Records, Audit and Inspection) unless otherwise agreed with TTL in advance in writing;
 - (d) collect accounting Data daily from the Enhanced Station Accounting Facility; and
 - (e) provide and maintain the capability of holding VAT code, VAT value and sales value for all financial transactions used in the Prestige Back Office.

2.1.6 The Contractor shall ensure that the Prestige Back Office Modules shall process Data overnight to deliver each day, week, Period and TTL Financial Year a set of Critical Output Files and on-line availability of Data Sets as set out in and in accordance with Schedule 11.5 (Information and Reporting Services).

2.2 Surface Transport Services

2.2.1 The Contractor shall every day prepare and provide to TTL, in accordance with the performance requirements set out in Schedule 4 (The Services), Output Files containing:

- (a) Data relating to ETMs, as defined in Appendix 2 of Schedule 4.2 (Surface Transport Services), which shall include Data to identify the contents of the Output File and provide integrity controls, including but not limited to:
 - (i) total amount of revenue, Travel Products and Staff Passes on the Output File;
 - (ii) details of the operating dates contained on the Output File and the amount of revenue, Travel Products and Staff Passes by each operating date; and
 - (iii) details of any Garages that have not transmitted Data and details of any Garages that are transmitting late Data, or Data not related to the relevant Bus Service Day;
- (b) details of Driver Module status (e.g. whether a Driver Module has uploaded Data) by Garage for each Garage that has returned Data;
- (c) details by Garage of revenue and pass totals by duty, trip and driver; and
- (d) details by Garage of revenue collected and ticket types issued by bus route.

2.2.2 The Contractor shall provide in the TTL ITSO HOPS, in accordance with the performance requirements set out in Schedule 4 (The Services), details for each and every day of the year of each and every use of each ITSO Card when passing through each Card Reader.

2.3 LU Services Accounting and Reconciliation

2.3.1 The Contractor shall on the morning following the LU Service Day in which a transaction occurred, and subject to ESAF account details being made available by 02:00 hours following the end of each LU Service Day, provide in the Prestige Back Office for each and every LU Station Ticket Office, details of each and every Ticket Office Operator Shift Account and consolidated daily Station account, and on the

morning following the last LU Service Day of the week (as designated by TTL), the consolidated Station weekly account of the Ticket Office Operator Shift Account. Such consolidated Station weekly account may comprise part of a week as may be decided by TTL to be required for financial year end accounting purposes.

2.3.2 In addition to its obligations under paragraph 2.3.1, the Contractor shall provide a facility to create a consolidated Station account for Ticket Office Operator Shift Accounts for any period required by TTL. Details of Ticket Office Operator Shift Accounts, consolidated Station daily accounts and consolidated Station weekly accounts must be entirely consistent with, and reconcilable to, the details maintained within the corresponding Enhanced Station Accounting Facility

2.3.3 The Contractor shall for each LU Station Ticket Office provide:

- (a) each day, exception reports which enable LU to reconcile, within agreed percentage tolerances that are user defined run-time parameters, the number of tickets issued by each and every LU Ticket Issuing Device, (excluding Passenger Operated Machines), and such other Devices as may be required (as indicated by the counter or similar mechanism on the LU Ticket Issuing Device) with the sales Data for that Device as included in the relevant Ticket Office Operator Shift Account;
- (b) each day, exception reports which enable TTL to reconcile, within agreed percentage tolerances that are user defined run-time parameters, the number of tickets issued by each and every LU Ticket Issuing Device and such other Devices as may be required (as indicated by the counter or similar mechanism on the LU Ticket Issuing Device) with the sales Data for that Device as included in the relevant consolidated Station daily account;
- (c) exception reports which enable TTL to reconcile, within agreed percentage tolerances that are user defined run-time parameters, the number of tickets issued by each and every LU Ticket Issuing Device and such other Devices as may be required (as indicated by the counter or similar mechanism on the LU Ticket Issuing Device) with the sales Data for that Device as included in the relevant consolidated Station weekly account (as set out in paragraph 2.3.1 of this Schedule); such consolidated Station weekly accounts may comprise part of a week as set out in paragraph 2.3.1 above and all information must be provided each Monday (or within two (2) days of the deemed week ending date for financial year-end purposes, if applicable);
- (d) each day, exception reports which enable TTL to reconcile the sum of individual transactions communicated to the Central Systems from each and every LU Ticket Issuing Device, excluding Passenger Operated Machines, and such other Devices as may be relevant, to the Data detailed in the relevant Ticket Office Operator Shift Account as recorded at each and every Enhanced Station Accounting Facility;
- (e) each day, exception reports which enable TTL to reconcile the sum of individual transactions communicated to the Central Systems from each and every LU Ticket Issuing Device and such other Devices as may be relevant, to the Data detailed in the relevant consolidated Station daily account as recorded at each and every Enhanced Station Accounting Facility; and
- (f) on the day following the last day of the week (or deemed last day, if applicable), exception reports which enable LU to reconcile the sum of

individual transactions communicated to the Prestige Back Office Modules from each and every LU Ticket Issuing Device and such other Devices as may be relevant to the Data detailed in the relevant consolidated Station weekly account.

2.4 Rail Services

2.4.1 The Contractor shall:

- (a) support any accounting arrangements agreed between TTL and RSP from time to time for the Prestige Card, CPC and ITSO Card (subject to any subsequent amendment implemented pursuant to a Variation);
- (b) conform to the current standards for accountancy and revenue settlement agreed between RSP and TTL;
- (c) comply with current accounting rules for National Rail Stations as determined by RSP in accordance with the relevant Third Party Agreement set out in Schedule 7.6 (Third Party Agreements) and for all other Sites as determined by TTL;
- (d) ensure that the Data and process integrity of the rail ticket accounting process within FasTIS or its replacement is maintained in accordance with Good Industry Practice;
- (e) comply with any agreement between TTL and RSP for new or revised settlement arrangements for PAYG at those National Rail Stations where PAYG is to be valid, with any subsequent amendments implemented by Variation;
- (f) ensure that all financial and accounting processes for all sales comply with requirements with respect to integrity and security of Data and audit processes set out in Schedule 9.4 (Security Management) and any agreement between TTL and RSP;
- (g) determine in a manner that is fully compliant with relevant Third Party Agreements relating to rail revenue, the value of sales revenue due to the TOCs, or any other carrier who may be party from time to time to such an agreement, and the value of sales revenue due to TTL for each Travel Product, including setting out the following for each Travel Product:
 - (i) the fare paid;
 - (ii) the amount of the fare paid due to TTL; and
 - (iii) the amount of the fare paid due to the RSP; and
- (h) produce in a format and at a frequency defined in any agreement between TTL and RSP, a file and electronically forward it to the RSP.

2.4.2 The Contractor shall provide in the Prestige Back Office Modules, in accordance with the performance requirements set out in Schedule 4 (The Services), Data and details for each and every day of the year of:

- (a) each and every Prestige Card and Magnetic Ticket issued and each and every transaction undertaken by each and every Retail Device;

- (b) each and every use of each Prestige Card when passing through each Validation Device; and
- (c) each and every use of PAYG transaction on each and every Prestige Card when used on each and every Retail Device and Validation Device.

2.4.3 The Contractor shall provide in the FTP Back Office Modules, in accordance with the performance requirements set out in Schedule 4 (The Services), Transaction Data for each and every day of the year of each and every use of each CPC when passing through each Validation Device.

2.4.4 The Contractor shall provide in the TTL ITSO HOPS, in accordance with the performance requirements set out in Schedule 4 (The Services), Transaction Data for each and every day of the year of each and every use of each ITSO Card when passing through each Validation Device.

2.5 Retail Management Services

2.5.1 The Contractor shall, in accordance with Schedule 11.5 (Information and Reporting Services) and the performance requirements set out in Schedule 4 (The Services):

- (a) provide to TTL on request Magnetic Ticket serial numbers and batch sequence numbers, delivered either directly to the Contractor or its agents, or directly by suppliers to Sites for use in connection with the Services;
- (b) provide direct to TTL weekly listings of, where available, the serial numbers or otherwise the batch sequence numbers of all Prestige Cards held by the Contractor or its agents or delivered to Sites for use in connection with the Services;
- (c) provide, Monday to Friday between 08:00 and 18:00 hours, by mutual agreement, access to all detailed information held on the accounting system relating to the Retail Network for Prestige transactions for all Travel Product sales made pursuant to Schedule 4.9 (Retail Management Services);
- (d) provide access to all detailed information held on the Contractor's stock control system on the disposition of all Magnetic Ticket stock by ticket type and as appropriate, by serial or batch numbers, delivered by their suppliers showing such stock:
 - (i) in the Contractor's storage facility;
 - (ii) delivered to any Retail Agent, FTIC or other TTL distribution point; and
 - (iii) returns of valid re-useable stock from any Retail Agent, FTIC or other TTL distribution point;
- (e) provide signed and dated reports identifying any differences between: (i) the value of Travel Products issued or sold by the Retail Network or to any Bulk Customer; and (ii) the revenue for such sales or issues of Travel Products transferred to TTL's bank accounts, in accordance with Schedule 4.9 (Retail Management Services) and Schedule 4.10 (Sales & Consumables);
- (f) provide by twelve (12) noon each Tuesday each week in the case of TICs and every four (4) weeks in the case of FTICs, or as reasonably required by TTL, signed and dated reports and electronic details of the value and volume of all

Travel Products sold by TICs and FTICs in the week ending at 23:59 hours on the immediately preceding Saturday;

- (g) provide TTL with any relevant changes to the Retail Network or Bulk Customers and Retail Agreements or Sales Agreements (as applicable) in relation to Schedule 4.9 (Retail Management Services) or Schedule 4.10 (Sales & Consumables) (as applicable) at least two (2) weeks before their effective date, whenever possible;
- (h) provide each day to the Prestige Back Office, or by no later than twelve (12) noon on the day following issue of a Prestige Card or Magnetic Ticket, details of all Prestige Card transactions and Magnetic Tickets by:
 - (i) Retail Agent; and
 - (ii) FTIC;and, where available, by:
 - (iii) Bulk Customer (by type); and
 - (iv) TIC;
- (i) provide to the Prestige Back Office Modules by twelve (12) noon each Wednesday (or by such other time as TTL may direct on giving not less than four (4) weeks' notice in writing) details of the value, volume and commission payable in respect of all TTL tickets sold by individual:
 - (i) Retail Agent; and/or
 - (ii) Bulk Customer,in the week ending at 23:59 hours on the immediately preceding Saturday. Such details may comprise part of a week as may be deemed by TTL to be required for financial year end purposes and shall then be provided by the Contractor by twelve (12) noon on the second day following the last day of the deemed part of the week. The details relating to actual and estimated sales to be provided to TTL in accordance with this paragraph 2.5.1(i) shall include (but shall not be limited to) in respect of each Travel Product:
 - (i) the type of Travel Product and its period of validity;
 - (ii) the amount (including VAT, if any) charged to the purchaser of the Travel Product; and
 - (iii) if the Travel Product may be sold only to, or used only by, a particular category of Customer, the category in question;
- (j) provide within the Prestige Back Office Modules the information contained within the weekly and Period-end sales reports and the TTL sales reconciliation reports generated within the Sales Services Accounting System, within the same timescales, as set out in this Schedule;
- (k) each week and Period end, reconcile the individual agent sales transactions which are communicated to the Prestige Back Office Modules on a daily basis, to the sales accounting system Data, communicated to the Prestige Back Office Modules on a weekly and Period end basis. A report of any reconciliation failures must be submitted to TTL by 08:00 hours on the day

following communication of weekly and Period end accounting Data to the Prestige Back Office Modules;

- (l) each week and Period end for each TIC, provide on the day following the deemed last day of the week (or Period end, as applicable), exception reports which enable TTL to reconcile the sum of individual transactions communicated to the Prestige Back Office Modules from each and every Retail Device at Travel Information Centres;
- (m) each week, within forty eight (48) hours of the end of the week, submit a report to TTL detailing any reconciliation failures between the PAYG balances held on individual Prestige Cards, as at last transaction, and the corresponding PAYG balances calculated for those individual Prestige Cards within the Prestige Back Office Modules;
- (n) maintain in the Prestige Back Office Modules a running balance of PAYG usage on each and every Prestige Card (calculated as follows: PAYG incremented - PAYG decremented = PAYG balance) such that at any time, by interrogation, the balance on any Prestige Card for the last full day can be established;
- (o) each day, report to TTL the total value of PAYG sales by each and every sales outlet and the total for all sales outlets for the day ending twenty four (24) hours previously as comprising the total of PAYG receipts in advance reconciled to the aggregate of the values incremented onto individual Prestige Cards and held within the Prestige Back Office Modules for the same time period. The Contractor shall make available to TTL each day a report detailing any reconciliation failures; and
- (p) each day, report to TTL the total value of Prestige (non-PAYG) sales, by each and every sales outlet and the total for all sales outlets for the day ending twenty four (24) hours previously as comprising the total of Prestige (non-PAYG) receipts in advance reconciled to the aggregate of the values incremented onto individual Prestige Cards and held within the Prestige Back Office Modules for the same time period, and ensure a report detailing any reconciliation failure must be available to TTL the next day.

2.6 Assurance

2.6.1 In addition to its other obligations under this Schedule, the Contractor shall, by demonstrating the Contractor's financial procedures and the accuracy, completeness, timeliness and validity of Data, Assure TTL annually:

- (a) of the effectiveness of the process of exception reporting and reconciliation across the Prestige Back Office Modules and FTP Back Office Modules;
- (b) of the effectiveness of the access control mechanisms of the System;
- (c) of the effectiveness of methods to ensure integrity of Data from time of capture;
- (d) that for the Prestige Back Office Modules and FTP Back Office Modules the data base enquiry, information retrieval and report generation facilities provide sufficient flexibility to meet TTL's reasonable business needs, regarding functionality and ease of use;

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- (e) that all Software required to deliver the Revenue and Accounting Services is supported to the relevant Standards set out in Schedule 9.3 (Standards) and any other agreed standards;
- (f) that the Contractor's Data communications protocols will interface with the TTL corporate network protocols; and
- (g) that Data is secured in accordance with the requirements of Schedule 9.4 (Security Management).

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Report	Report Name	Frequency	Detailed Design Spec provided to Contractor	Example Report provided to Contractor	Detailed Derived Data Tables required to run report
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Report	Report Name	Frequency	Detailed Design Spec provided to Contractor	Example Report provided to Contractor	Detailed Derived Data Tables required to run report
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Report	Report Name	Frequency	Detailed Design Spec provided to Contractor	Example Report provided to Contractor	Detailed Derived Data Tables required to run report
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Appendix 2 – SQL Reports

The following is the set of SQL reports that are required:

Report Name	Frequency	Detailed Derived Data Tables required to run report
Shere S&B sales between 00:00 to 04:30	Adhoc	SQL provided separately
Failed Sales	Adhoc	SQL provided separately
Refused Entry	Adhoc	SQL provided separately
SAC on National Rail	Adhoc	SQL provided separately