

Ticketing & Revenue Update 105

For the attention of all Station and Revenue Control Staff

Answers on Page 19

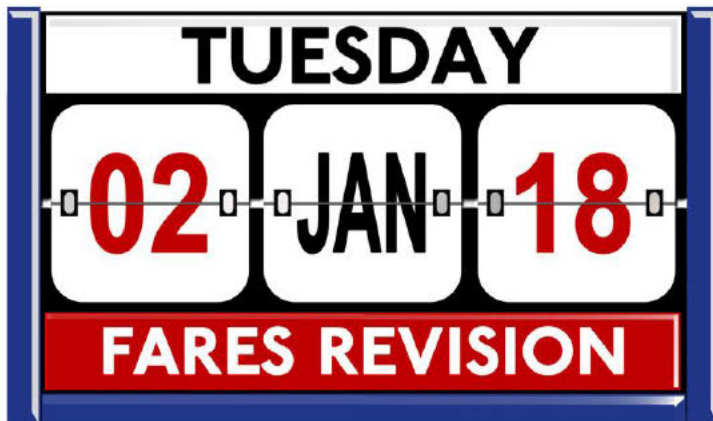
Where's Olly? →



November 2017

JANUARY FARES REVISION

The countdown to the January 2018 Fares Revision begins here!



The main annual fares revision is scheduled to take place as usual, on Tuesday 02 January 2018, which will be the first working day after the Christmas / New Year holiday period.

The 2018 fares package was officially approved on Monday 06 November.

For the second year running as part of London Mayor Sadiq Khan's election manifesto promise, fares set by TfL will be frozen. However, fares set by or jointly with other operators will increase.

We include further details of the changes planned as part of our [January Fares Revision Preview](#) on Pages 9 to 12 inside.



It was also recently announced that later in January 2018 there will be changes to the Bus Hopper, to allow customers to make multiple bus journeys within an hour of a bus validation.

Further details of this are included on Page 9 inside.

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KEY STORIES INSIDE

Page 3 [RAILCARD EXPANSION](#)

Further to our coverage in [TRU104](#), we bring you some further details on proposals for a trial extension of the current Railcard range and a possible future nationwide expansion.

Page 4 [SPEED OF CHANGE INCREASES](#)

We update you on the forthcoming improvements to the Change Delivery process, which should see a much quicker delivery of orders to stations in the future.

Page 8 [HELP US TO HELP YOU](#)

In one of our [Special Features](#) this month, we outline who to contact and what information you need to include in order that we can deal with your problem quickly.

Pages 18 [SCU UPGRADE](#)

We provide a further update on the forthcoming SCU upgrade and seek your views on elements of the new displays.

Page 18 [CHD UPDATE](#)

We update you on progress towards resolving an issue which has affect a number of our CHDs recently.

Written and compiled by

IN THE NEWS...

SAF BASE DATA UPDATE

A further large batch of 126 stations had their SAF base data updated as part of the base data load on *Sunday 05 November*.

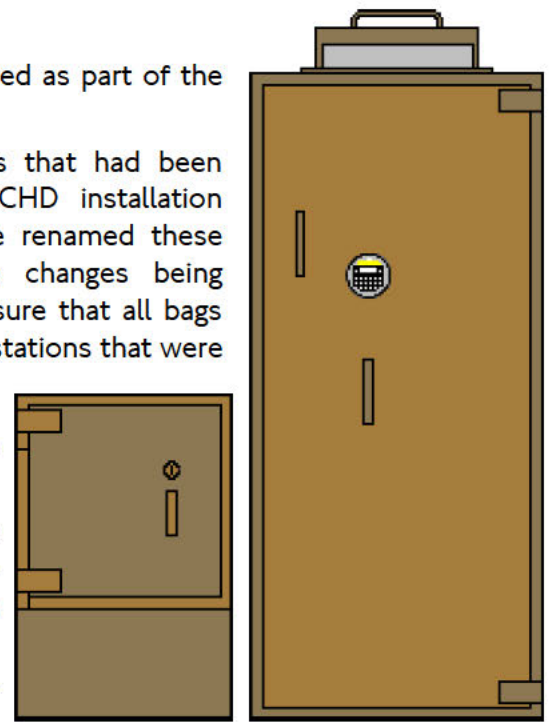
This involved removal of references to a large number of safes that had been previously removed as part of the ticket office closure and CHD installation programmes. At stations that now only have one safe, we have renamed these accordingly. Unfortunately despite advanced warning of these changes being communicated to all of the stations affected, advising them to ensure that all bags were recorded as being in the correct safe, we ended up with 3 or 4 stations that were reporting that certain bags were not being shown on the SAF.

Subsequent investigations identified that most of these were due to items being previously recorded as being in the wrong safe.

There are around 10 stations that are yet to have their base data brought up to date, most of which required some further confirmation of which safes have been removed and which are still in use.

This could not be completed by the deadline for the 05 November update, so we will now not be able to complete these until after the January Fares Revision.

This does give us an opportunity to pick up on other sites we may have missed, so if when using the TOM/SAF you spot a safe that doesn't exist, is no longer used or is wrongly described, then please contact [REDACTED].



NOW ALSO AVAILABLE IN PORTUGUESE

The base data load on Sunday 05 November also saw an update of POM screens and the introduction of an additional language; Portuguese.

This was an enhancement we had asked for many years ago and again around the time of the London 2012 Olympics.

Unfortunately at the time this was declined as Portuguese was for some reason, not on a TfL list of approved languages, despite a large number of our customers being Portuguese speakers.

Hopefully the addition of this 20th language will be useful to customers from Portugal, Brazil and the 8 other sovereign Portuguese speaking nations.

The additional language was applied to all of the POMs that had been upgraded with the new version of PED unit, with the small number of POMs that were yet to be upgraded at this time, having Portuguese added when the new PED was fitted to these devices.

Following the update there were a couple of reports of QBMs not displaying the full range of flags at the bottom of the screen and displaying Arabic type text. However, this issue was not present on other devices we looked at.

Part 1 (continued from Page 1) – Identifying the station that Olly is visiting on the front page is harder than normal... so here are a few clues to help you;

Answers on [Page 19](#)

1. *This station opened to the public on Monday 24 April 1865.*
2. *For its first 6 months this station only had the first part of its name.*
3. *Became part of LU in 1949 having previously belonged to GER and later LNER.*
4. *The area was originally part of an ancient woodland and former royal forest of which some 5,900 acres still exist today.*
5. *This was the first Vanguard station to have its ticket office closed under the Fit for the Future Stations programme?*

Ticketing & Revenue
T&R
Trivia

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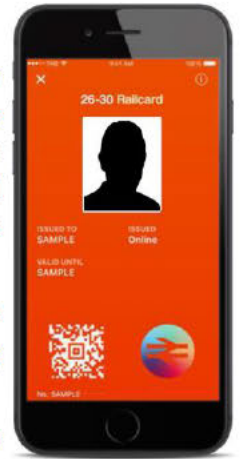


RAILCARD RANGE EXPANDED

As briefly mentioned in our article on railcards in [TRU104](#), it was officially announced by Chancellor Philip Hammond on Wednesday 22 November that National Rail would be expanding the range of Railcards available to customers under 30 years old, with the launch initially as a trial on Greater Anglia in December 2017, of a new 26-30 Railcard. This would closely follow the arrangements for the current 16-25 Railcard, but would only be available in digital format (as illustrated to the right).

It is likely that following this trial the new railcard will then be rolled out nationwide in the spring of 2018 and is aimed at encouraging greater use of rail services by this group of young customers.

Further details of the new Railcard will be included in the TRU and [Hot Issues Bulletin](#), when the nationwide launch takes place next year.



TSID CARD REISSUE

Work has recently started to prepare for the next reissue of the entire TSID card range next year. This will be the first reissue since November 2014.

Since changes were made to the procedures for issuing and replacing TSID cards, the consumption of cards has been dramatically reduced, despite a large volume of additional staff successfully completing their TMS training.

However, our stocks of new cards are beginning to dwindle and current projections indicate that we will have exhausted the remaining stock in the spring. Cubic have now been formally instructed to prepare a new range of cards and PIN reminders, which will be distributed to areas in the New Year.

The reissue will see all existing card holders receive a new card in the New Year and a new PIN. Unfortunately this will mean that you will have a new PIN to use with this card. It will also be the first time we have had a TSID card reissue since the introduction of Cash Handling Devices (CHDs).

As a result on the night of the change over, Scancoin will need to load a new user file to every CHD with the new TSID card for each user. This will mean that when each user signs onto a CHD for the first time with their new TSID, they will be prompted to change their CHD PIN. We strongly recommend changing the CHD PIN to your new TSID card PIN, so that you only have one number to remember.

Further details of the reissue arrangements and the "go live" date for the new series of cards will be communicated in future editions of TRU. Until the new cards go live, holders must continue to use their existing TSID card and PIN.

MISSED COLLECTION NOTIFICATIONS

Readers of the weekly [Hot Issues Bulletin](#) will have seen our regular updates on the number of stations that have failed to correctly submit a Missed Collection Notification in the event of a missed or partial cash collection.

Recently a number of areas have reported that they had not been able to complete the notification due to problems with Mi-Apps.

We believe this may have been due to an issue with Wi-Fi connectivity, which occurred following the migration of Mi-Apps onto the cloud on Tuesday 17 October 2017. This resulted in some users experiencing issues while trying to connect to Mi-Apps via 3G / 4G / 3rd Party Wi-Fi and VPN and being unable to log on to Mi-Apps to completed the Missed collection notification.

Unfortunately, the T&R team were not advised of the fault by Tech & Data until we made enquiries regarding the reasons for a large number of users reporting that they were not able to log on to Mi-Apps. Fortunately this issue had been rectified by Monday 30 October

In the event of users being unable to submit a Missed Collection Notification via Mi-Apps, they should be able to do this via the desk top version, which can be accessed via the T&R pages on the intranet.



IN THE NEWS...

CHANGE TO ARRIVE MORE QUICKLY!



It is often said that within the area of ticketing and revenue, the rate of change in equipment, procedures and products is continuous and probably more rapid than most other areas of the business.

One forthcoming change to our processes will actually see change delivered to our stations much more quickly than currently. At present, any request for change or alteration to existing deliveries has to be made at least two weeks in advance. For stations that only have fortnightly collections or have a weekly collection towards the end of the week, the lead times are even longer, as illustrated in the examples below.

Following protracted discussions with our bankers and their subsidiary that prepare our change orders for G4S to deliver, we have identified that by moving the cut off time for orders slightly earlier in the week, we can in fact achieve delivery of the change during the first collection of the following week. The new cut-off time for CSMs to submit an order or amend an existing order will now be 12.00 hours on Wednesday.

To illustrate the impact of this change, we have included some examples in the table below;

Frequency of collection	Order placed by Wed 12.00 (Week 1)	
	Current	New Arrangement
Fortnightly collection (Wed weeks 2&4)	Wednesday of Week 4	Wednesday of Week 2
Once a week collection (Thu)	Thursday of Week 3	Thursday of Week 2
3 collections per week (Mon/ Wed/Sat)	Monday of Week 3	Monday of Week 2
Daily collections	Monday of Week 3	Monday of Week 2

In most cases deliveries will be one week earlier than currently, but in the case of stations with fortnightly collections, depending upon when the order is submitted, the delivery will in future be made two weeks earlier than previously.

These new arrangements come into effect from Wednesday 29 November, with change being delivered in week commencing Sunday 03 December. This will mean the following; →

Week Comm	Order By	Delivered
Sun 19 Nov	Thu 23 Nov	w/c 03 Dec
Sun 26 Nov	Wed 29 Nov	w/c 03 Dec
Sun 03 Dec	Wed 06 Dec	w/c 10 Dec

On the subject of change deliveries it is probably worth highlighting the arrangements during the Christmas period. Since there will be no collections on either Christmas Day or Boxing Day change that would normally be delivered on these days, will instead be delivered on the next scheduled collection that week.

Slightly different arrangements will apply to stations that only have weekly or fortnightly collections falling on Monday or Tuesday and these will be communicated to the areas affected.

Please note that requests or changes to change deliveries for both Christmas week and the first week of January, will need to be submitted by 12.00 hours on Wednesday 20 December.

CHARITY UPDATE

We had hoped to be able to bring you details of the latest presentation of the proceeds of the Oyster Charity box scheme in this edition. However, we have encountered a bit of a backlog in processing some of the cards donated and we have therefore delayed this presentation until early in the New Year.



Around this time last year, we did seek volunteers to assist with the processing of donated Oyster cards, but shortly after some additional resource became available that meant we did not need to take up on the offers we had received.

In order to help clear the current backlog and achieve our target of a presentation of the proceeds of donated Oyster cards to Railway Children in the New Year, we are again asking for volunteers who hold a valid TSID card and may be able to spare one or two hours per week. If you can help, please email [redacted].

In TRU106, we hope to bring you news of a forthcoming presentation of the proceeds of another charity scheme involving the money from customer overpayments on our POMs.

NEW TICKET HALL FOR BOND STREET

A new ticket hall opened at Bond Street on Friday 17 November, allowing customers to now enter the station from the north side of Oxford Street and provides step free access at the station for the first time.

The new Marylebone Lane ticket hall has a brand new gateline consisting of 3 new E2 gates and 2 WAGs, but initially will open for ticket holders only as this entrance currently does not have any POMs.



This is the first stage of what are wider plans to transform Oxford Street and the surrounding area and is also in preparation for the opening of the Elizabeth line interchange in December 2018.

This entrance means that both ends of Oxford Street are now served by step-free stations, following the installation of lifts at Tottenham Court Road earlier in the year.

Another entrance is currently under construction in Hanover Square, which will allow additional access to the Elizabeth line.

PRIVILEGE DISCOUNT RENEWALS

December will see a large number of TfL issued PTACs being renewed by TfL Staff Travel and we are therefore likely to see a large increase in requests to have Privilege discount entitlements updated on customer Oyster cards.

When doing so, please remember:

- Customers don't need an application for a renewal of a Privilege discount previously loaded onto their card
- Update both the Photocard number and Expiry date to match the new PTAC
- POM Screen changes mean that there are no longer 2 separate boxes for the PTAC number
- Ensure you set the correct Privilege discount as shown on the PTAC





askolly@tube.tfl.gov.uk

From: [REDACTED]
Sent: 03 November 2017 17:40
To: Ask Olly
Subject: POM screen issue with 7 Day Bus & Tram Pass

Hi Olly,

I have recently moved to the Edgware Road Area and have noticed that a number of tourists have been incorrectly purchasing 7 Day Bus & Tram Passes instead of 7 Day Travelcards.

When I have looked at the steps to purchase one, there is not any warning that this Bus & Tram Pass is not valid on the Tube and Rail, unlike that shown on the One Day Bus Pass.

Is there any possibility of amending this screen so that this warning can be displayed?

Thanks

[REDACTED]
Customer Service Manager 2
Edgware Road Area

Hi [REDACTED]

On all 3 types of POM when "Buy New Season ticket" and then "Bus & Tram Pass" are selected a warning message in quite large text comes up at the bottom of the screen, to highlight that it isn't valid on the tube or other rail modes.

This message does appear to be missing if the customer opts to buy a Bus & Tram Pass when obtaining a new Oyster card from a POM.

This omission has now been raised with Cubic and they are now planning to update the screens as part of the changes they are making for the forthcoming 02 January Fares Revision.

Further details of the planned change are included on [Page 11](#) of our [Fares Revision Preview](#).

Thank you for highlighting this issue.

Regards

Olly Oyster

Hi [REDACTED]

Thank you for your email and query.

I believe the issue that you are referring to affects 16/17 Zip cards for holders of the Restricted TfL Rail Only PTAC.

This is caused by the discounts not being compatible due to differing charges which apply on TfL and NR services.

We have included this as our [Oyster Explained](#) topic in this edition of TRU, to help try and explain the issue in a little more detail, as we have had a number of similar queries from other staff about this same issue.

Regards

Olly Oyster

From: [REDACTED]
Sent: 24 October 2017 14:07
To: Ask Olly
Subject: Privilege discounts added to Child Zip cards

Good afternoon Olly,

Currently we are aware there are issues with adding Privilege discounts to child Zip cards

Will this issue be rectified going forward? If so is there an expected timeframe of when this will be completed?

Thank you in advance

Kind regards

[REDACTED]
Centre Manager
Visitor Information Centre
Kings Cross

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- the most recent edition of the TRU, on the same day it goes to the printers.
- having your own personal copy.
- access to archived copies.

- Send an email to: [REDACTED] today.



From: [REDACTED]
Sent: 30 September 2017 09:28
To: Ask Olly
Subject: Children under 11 - MFM 30

Hi Olly,

I remember raising this issue ages ago and I'm sure others have also spoken to you concerning the misleading advice on the MFM.

LU allow up to 4 children under the age of 11 to travel free when accompanied by a fare paying adult, however all too often customers will press the icon for child tickets and then select how many under 11's are travelling. For example by selecting 1 adult and 1 under 11 TC Z1-6 the total will be displayed as £18.40 and the customer walks away having bought a child ticket unnecessarily.

Often when I ask our customers where and why they purchased tickets for tiny children their response is, well the machine prompted me to select how many children aged under 11 were travelling. Do you know why the screen were set up in this way and do you also agree that the information is misleading? Is there any possibility that the screen concerned can be altered so that when selecting 1-4 under 11's travelling with an adult the MFM won't automatically sell the child rate tickets?

Kind regards

[REDACTED]
CSA
Cockfosters Area

Hi [REDACTED]

This issue has been raised a couple of times in the past and modifications were subsequently made to make the information displayed on the screen clearer for customers.

Between the two screens that you have attached to your email, there is an additional screen which explains child ticket availability in greater detail. On this screen the customer has to press a "Child" button to advance to the screen on which the number of child tickets can be selected.

The screens have been configured in the way they currently appear to cover the differing conditions between TfL Rail services and NR and the fact that these have changed since the current POM screens were introduced.

On the basis of your feedback around the frequency that some customers are buying child tickets that they do not need to purchase, we have raised the issue with the team in TfL that look after the actual screen content, to see if the messages displayed can be made slightly clearer.

Regards

Olly Oyster

Dear [REDACTED]

We have received confirmation from Cubic that the new SCU will have the facility to open / close or set an entire Gate Array to entry or exit, rather than doing this by individual gate. The facility currently only exists to close all entry gates via the Gate Array Close function.

The new function will only affect the gates in the selected Array, so at larger stations where a gateline is sub divided into 2 or 3 Arrays, it will still require more than one command. At smaller stations, gatelines should be set up with a separate array for the WAG(s) to allow Revenue Control staff to set these separately when performing ticket checks on the gates.

You will also be able to take a gate in or out of First Come First Served mode directly from the new SCU.

Finally in relation to your third point, this is unfortunately not within the scope of the changes to the SCU.

On LU gates it is not currently possible to change the direction or open or close a gate using the service panel, unless the gate is offline to the Station Computer.

Gates at NR stations operate slightly differently, as they do not have the same dependence on the SC. We are currently looking at whether this could be changed, but this may be a longer term objective.

Regards

Olly Oyster

From: [REDACTED]
Sent: 09 October 2017 18:08
To: Ask Olly
Subject: Touch screen SCU

Dear Olly,

Thanks as ever for another fascinating issue of TRU (103). I am very interested in the item on the proposed touch screen SCU. You mentioned overcoming the limitations of the existing SCU.

I was wondering if the following actions could be made possible.

1. Setting all gates to either exit or open without having to do one at a time.
2. Taking a WAG into or out of First Come First Served from the SCU.
3. Adjusting the direction of a gate from its Service Panel even when online. This is important on a single manned station when an unexpectedly large crowd tries to exit the station. If we are where we should be - on the unpaid side - we cannot access the SCU to reverse any gates.

Do you think any of these could be achieved?

All the best

[REDACTED]
Customer Service Supervisor
Southfields

SPECIAL FEATURE

HELP US TO HELP YOU



The T&R Team receive lots of phone calls and emails each day, from staff who have identified issues or have queries. Often we are not able to deal with these as efficiently or as quickly as we would like due to it being sent to the wrong person or not including critical information.

As a guide:

Use the correct phone number or email address

To assist you, we have summarised the main contact numbers in the table below. Please always use one of these numbers in preference to the personal phone numbers of individual team members.

	TSID Helpline	TSID Activation	CSID Helpline	CHD Helpline	RID Issues *
Auto phone	1769	55791	1769	1768	84652

* RID faults should be first reported to Cubic on Auto 1610

Similarly for issues relating to TSID cards or CSID PINs please use the appropriate email address below.

TSID@tfl.gov.uk

CSID@tfl.gov.uk



Please note that the CSID inbox is only for those staff that **have not** completed *TMS training* and do not have a TSID card.

TSID Card holders having difficulty signing onto a QBM or to the staff screens on other POMs must use the TSID address.



Include the right details

It can be frustrating when vital facts are not included in an email. One of the most common is not to include the name of the station an incident or event occurred on, particularly with Areas with only two stations, where we are often left guessing which of the two stations this refers to.

As a short checklist, please ensure that your communication includes the following key bits of info;

EMAIL CHECKLIST

- Your name
- The Area you are based
- Your employee number
- Your TSID card number
- Device number and station on which issue occurred
- Date and time of the incident
- For queries relating to Oyster or charges for a particular journey we must have an Oyster card number to be able to investigate and answer the query.

Part 2 – Taking up the theme of the forthcoming fares revision

Q2) When did the PAYG charge for a bus journey last increase

- | | | | |
|---|--------------|---|----------------|
| A | January 2015 | B | January 2016 |
| C | January 2017 | D | September 2017 |

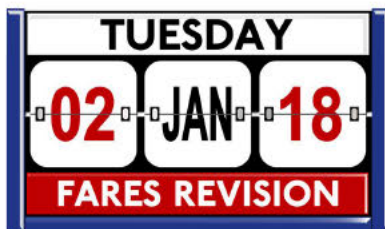


Ticketing & Revenue

T&R
Trivia

Answers on [Page 19](#)

JANUARY FARES REVISION



FARES REVISION

On Tuesday 02 January 2018 there will be changes to fares affecting London Underground, Docklands Light Railway, London Overground, Buses, Croydon Tramlink and National Rail services within the London area.



FARES REVISION THE KEY POINTS



BUS PASSES STAY FROZEN →

For a second year running, bus & tram fares, One Day Bus & Tram Passes, Bus & Tram Pass season tickets and the Daily and Weekly Bus & Tram caps will remain unchanged.

ADULT BUS & TRAM PASSES / FARES		
7 DAY	MONTH	ANNUAL
21.20	£81.50	£848.00
One Day	PAYG Cap	PAYG Single
£5.00	£4.50	£1.50

- ▶ Most fares set by TfL are frozen
- ▶ Season tickets increase by an average of 3.4%
- ▶ Travelcard Fares increase in line with Retail Price Index (RPI)
- ▶ Entry and Exit charges increase by 5p – 20p



BUS HOPPER FARES

The Bus Hopper will be expanded in early 2018 to permit unlimited free bus trips within one hour for the price of a Single Bus fare. If the customer also makes any intermediate rail journeys between bus journeys, but all are made within the same hour, the bus journeys will still be charged as one Single Bus fare.

Customers are currently allowed to make just one transfer in this period.

DAILY PAYG CAPS →

In line with fares increases on the NR network, the prices of the Anytime Daily PAYG caps will rise between 20p and 50p depending upon the zones chosen.

These will generally continue to be 20% of the cost of the corresponding 7 Day Travelcard.

ZONES	ADULT DAILY CAP		
	2017	2018	Increase
1+2	£6.60	£6.80	3.0%
1-3	£7.70	£8.00	3.9%
1-4	£9.50	£9.80	3.2%
1-5	£11.20	£11.60	3.6%
1-6	£12.00	£12.50	4.2%

← DAY TRAVELCARDS

The prices of One Day Travelcards will increase by around 3.6% in accordance with the Retail Price Index (RPI).

This means that One Day Travelcards within Zones 1-6 will increase by either 40p or 60p and within Zones 1-9 by either 50p (Off Peak) or 80p (Anytime).

ZONES	ADULT DAY TRAVELCARD			
	(ANYTIME)		(OFF PEAK)	
	2017	2018	2017	2018
1+2				
1-4	£12.30	£12.70		
1-6	£17.50	£18.10	£12.30	£12.70
1-9	£22.10	£22.90	£13.10	£13.60

SINGLE & RETURN FARES →

The cost of Single and Return tickets for journeys on LU will also remain unchanged.

PAYG continues to offer best value for customers, with a saving of £2.50 on a journey wholly within Zone 1.

Off Peak journeys made within Zones 1-4 will save customers £3.10 and journeys made between Zones 1-6 will save £2.90.

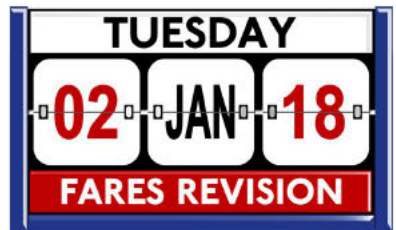
Child fares are charged at half the Adult rate.

ZONES	ADULT / 16+	
	2017	2018
1	£4.90	£4.90
1+2	£4.90	£4.90
1-3	£4.90	£4.90
1-4	£5.90	£5.90
1-5	£5.90	£5.90
1-6	£6.00	£6.00

JANUARY FARES REVISION

TRAVELCARD SEASON TICKETS ↓

Unlike Bus & Tram fares which are set exclusively by TfL, Travelcard prices cannot be frozen, as fares covering National Rail journeys are not covered by the Mayor's Fares Freeze.



ZONES	ADULT 7 DAY T/CARD & WEEKLY CAP		
	2017	2018	Increase
1+2	£33.00	£34.10	3.33%
1-3	£38.70	£40.00	3.36%
1-4	£47.30	£49.00	3.59%
1-5	£56.20	£58.20	3.56%
1-6	£60.20	£62.30	3.49%

ZONES	ADULT 7 DAY T/CARD & WEEKLY CAP		
	2017	2018	Increase
2-3, 3-4, 4-5, 5-6	£24.70	£25.50	3.24%
2-4, 3-5, 4-6	£27.30	£28.20	3.30%
2-5, 3-6	£32.80	£33.90	3.35%
2-6	£41.20	£42.60	3.40%

As a result, the prices of Travelcard season tickets will increase by an average of 3.4%.

This year's increases reflect a Department of Transport (DfT) directive that no individual increase may exceed 3.6%, in line with the July 2017 Retail Price Index (RPI).

The Weekly PAYG caps for users of contactless payments will also increase by the same amounts.

PAYG FARES →

PAYG charges for journeys wholly on TfL services will again be frozen at the 2016 prices.

NR journeys and through journeys involving travel on both TfL and NR services will increase as a result of the TOC element being increased.

ZONES	TfL PAYG Standard		TfL PAYG Reduced	
	2017	2018	2017	2018
1	£2.40	£2.40	£2.40	£2.40
1+2	£2.90	£2.90	£2.40	£2.40
1-3	£3.30	£3.30	£2.80	£2.80
1-4	£3.90	£3.90	£2.80	£2.80
1-5	£4.70	£4.70	£3.10	£3.10
1-6	£5.10	£5.10	£3.10	£3.10
1-4	£3.90	£3.90	£2.80	£2.80
1-5	£4.70	£4.70	£3.10	£3.10
1-6	£5.10	£5.10	£3.10	£3.10
2+3	£1.70	£1.70	£1.50	£1.50
2-4	£2.40	£2.40	£1.50	£1.50
2-5	£2.80	£2.80	£1.50	£1.50
2-6	£2.80	£2.80	£1.50	£1.50

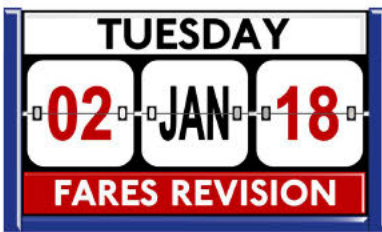
PAYG CHARGES FOR NATIONAL RAIL JOURNEYS ↓

The charges for rail journeys that are charged on the NR PAYG scale (which are set by the Train Operating Companies rather than by TfL) will increase in January.

This has a knock-on affect for through journeys which are charged on the TfL+NR scale, which will also increase as shown in the table below.

ZONES	NR Standard rate			NR Reduced rate			TfL + NR Standard rate			TfL + NR Reduced rate		
	2017	2018	+	2017	2018	+	2017	2018	+	2017	2018	+
1	£2.60	£2.70	10p	£2.10	£2.20	10p	£4.20	£4.30	10p	£3.60	£3.70	10p
1+2	£2.80	£2.90	10p	£2.30	£2.40	10p	£4.40	£4.50	10p	£3.80	£3.90	10p
1-3	£3.50	£3.60	10p	£2.60	£2.70	10p	£5.10	£5.20	10p	£4.10	£4.20	10p
1-4	£4.00	£4.10	10p	£2.90	£3.00	10p	£5.60	£5.80	20p	£4.40	£4.50	10p
1-5	£5.10	£5.20	10p	£3.30	£3.40	10p	£6.70	£6.90	10p	£4.80	£4.90	10p
1-6	£6.20	£6.40	20p	£3.90	£4.00	10p	£7.80	£8.00	20p	£5.40	£5.50	10p
2,3,4,5,6	£2.10	£2.20	10p	£1.90	£2.00	10p	£2.10	£2.20	10p	£1.90	£2.00	10p
2+3,3+4,4+5,5+6	£2.50	£2.60	10p	£2.10	£2.20	10p	£2.50	£2.60	10p	£2.10	£2.20	10p
2-4,3-5,4-6	£2.90	£3.00	10p	£2.30	£2.40	10p	£2.90	£3.00	10p	£2.30	£2.40	10p
2-5,3-6	£3.60	£3.70	10p	£2.60	£2.70	10p	£3.60	£3.70	10p	£2.60	£2.70	10p
2-6	£4.20	£4.30	10p	£2.80	£2.90	10p	£4.20	£4.30	10p	£2.80	£2.90	10p

JANUARY FARES REVISION



OTHER CHANGES

The availability of Boundary Zone Extension tickets at **West Ham** will be expanded to include destinations on the C2C services to Grays including Chafford Hundred (the station for Lakeside).



These had previously been excluded as Oyster PAYG can be used at these stations, but this has caused issues for Freedom Pass holders as these are not valid for travel to stations beyond the Zone 6 boundary.

Following an issue highlighted by staff at **Marylebone**, the ability to buy tickets to Oxford from POMs at Marylebone will be removed, following introduction of a direct Chiltern service from Marylebone to Oxford. The ticket currently available on our POMs is priced via Zone 1 and Great Western services from Paddington, resulting in customers buying the ticket to travel on the Chiltern service being overcharged.

Plans to remove NR ticket acceptance in conjunction with the completion of the major NR engineering works at **London Bridge** have now been deferred until the May Fares Revision, as although South Eastern services to Cannon Street will again call at London Bridge, Thameslink services through London Bridge will not be resuming on 02 January, due to the need to retrain train crews on the new route and signaling.



POM SCREEN CHANGES

As outlined in [TRUI04](#), it was identified following the PED upgrade that at stations outside of Zones 1&2, the range of zonal combinations for Travelcard season tickets offered on QBM was different to other POMs at the station and included zonal combinations that were not valid at the station concerned. As part of the 02 January changes this will be rectified to reflect the same range as on other devices at the station.

↑ Incorrect options offered for a Zone 3 station ↑

↓ Options that should be offered for a Zone 3 station ↓

A further screen change to all of our POMs will also see a reminder regarding the availability of Bus & Tram Passes being added to screens when a customer is obtaining a new Oyster card and selects to add a Bus & Tram Pass to it. Although a warning appears if you attempt to add a Bus & Tram Pass to an existing card, it was highlighted in one of our [Ask Olly](#) letters on [Page 6](#) that the same message didn't appear for new card issues.

As the confusion over validity of these tickets mainly affects tourists, it is more important to have the text on the screens relating to new card issues, as it is likely that they will be buying a card and product, rather than renewing or trying to add a season ticket to their card.

VISITOR TICKETS

And finally, one further item that is being included within the changes for the January Fares Revision is the creation of a new ticket type for visitors to London, who arrive in the capital having not already arranged their ticketing needs.

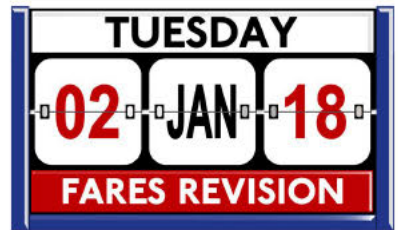
TfL are planning to trial a new 2 and 3 Day magnetic ticket for visitors in **spring 2018**. These Visitor Passes which will only be valid on TfL services are likely to be priced slightly above the cost of buying 2 or 3 equivalent Day Travelcards and will be available from Visitor Information Centres and also from the POMs at selected LU stations.



The stations concerned are yet to be finalised, but are likely to include "Gateway stations" and other stations with high numbers of tourists staying nearby.

Further details of these tickets will be provided in the TRU in early 2018, ahead of the planned start of the trial in the spring.

JANUARY FARES REVISION



FARES POSTERS



Fares posters are scheduled to be delivered between the dates of *Wednesday 13* and *Wednesday 20 December*.

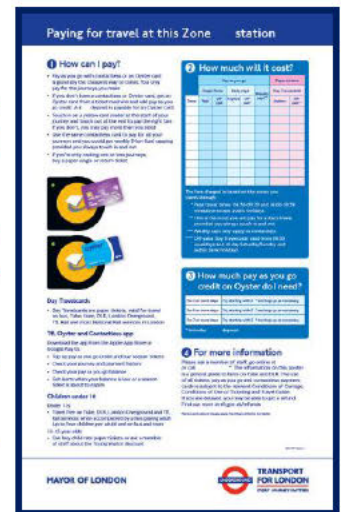
Stations should check the delivery and report any issues to the Cubic Help Desk. Any posters that are lost after delivery or poster issues that not reported in a timely manner will be chargeable to stations.

Stations reporting incorrect sizes should also bear in mind that fares posters are supplied according to the information we and Cubic hold.

If a station's poster frame has been changed since the last Fares Revision, the database will have been updated only where changes have been reported to the Ticketing & Revenue Team.

If they have not been reported, providing replacement lists of a different size or quantity will also be chargeable.

The poster artwork has also been updated to include weekly capping and magnetic tickets have been removed.



ADVANCED ISSUE OF TICKETS

As with last January's Fares Revision, there will be a block on the advance issue of tickets from POMs between *Friday 29 December* and *Sunday 01 January*, to prevent customers being able to purchase tickets to start after *02 January* at the 2017 prices.



Following the introduction of Faster Universal Load (FUL) and the new TfL Ticketing App, customers will be able to make advance purchases of season tickets via the app and collect these when making a journey after 30 minutes.

These will be charged at the 2018 fare if the start date selected is after the fares revision.

ANNUAL GOLD CARD RENEWALS

Customers are not able to purchase annual season tickets from LU stations. Therefore any station staff who are approached by customers who...

- *are asking about options for buying an annual ticket should be advised to make their purchase via the TfL Ticketing App or TfL website.*
- *have made an online purchase, will need to have the Gold Card discount entitlement added to their Oyster card by a TSID card or CSID holder, on production of their Gold Record Card or if the member of staff can see an Annual Travelcard has been loaded onto an Oyster card*
- *have not have received their Gold Record Card should be advised to contact the Customer Contact Centre to request this.*

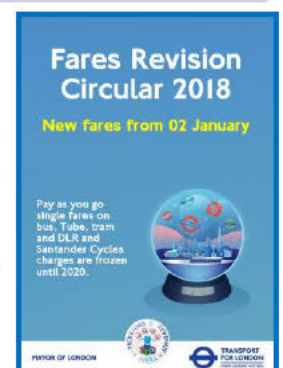


Procedures for setting the NR Railcard discount entitlement onto an Oyster card for holders of an Annual Gold card are covered in **T&R Book 2, Sections 4.1 and 4.4.**

FARES REVISION CIRCULAR

In this edition we have provided you with a general overview of the main changes. Full details of all of the new 2018 fares and other changes will be included within the *Fares Revision Circular 2018*, which is expected to be published in early December.

Once published, an email notification with a link to the document will be sent to all Station and Revenue Control staff. A further link will also be provided in both the weekly Hot Issues Bulletin and the December issue of the T&R Update.





CRIMEWATCH



COUNTERFEIT COINS

The recent withdrawal of the old version of the £1 coin and upgrading of our POM coin validators finally saw an end to issues with fake £1 coins and foreign coins of similar appearance to our own pound, being accepted by POMs.

In fact the level of forged £1 coins in circulation was one of the drivers that led to the new design being introduced.

However, it would appear the forgers have now turned their attention to the production of £2 coins instead. We have recently seen growing quantities of these being detected at stations across the network.

Recent investigations have shown that these coins are not accepted by POMs and most are also rejected by the CHD, so the piece would currently appear to be within bags of £2 coin delivered to stations.



What to look out for:

- colouring of outer ring on some examples is very light (yellowy) **1**
- coins make a more tinny noise when dropped onto a hard surface
- central silver section on some examples is set off-centre **2**
- some examples have notably sharp edges which genuine coins never have **3**
- engraving on side of coin may be missing or unclear **4**

Look out for these features and check your change when out shopping!

COURT NEWS

On a related subject and picking up on a story that we have previously covered in [TRU98](#) and [TRU103](#), on Friday 24 November at Blackfriars Crown Court, David Drukarz from Luton in Bedfordshire, having pleaded guilty at a previous hearing to two charges, of possession of articles for the use in fraud and 54 sample counts of using foreign coins in LU POMs between November 2016 and January 2017, was sentenced to a Community order and to complete 40 hours community service.



Drukarz is believed to have been single-handedly responsible for an epidemic of Swaziland Lilangeni **1** coins being used on LU POMs to purchase and top-up Oyster cards and subsequently obtain a cash refund on them in the latter part of 2016 and early 2017, until he was apprehended by the BT Police on 12 February this year.

1 The pattern of activity identified by the T&R team also included further transactions where Hungarian Forints **2** had been used to top-up Oyster cards on National Rail TVMs, before obtaining cash refunds from POMs elsewhere on the network. **2**

The pattern of stations used for these activities, also leads us to believe that he may have also been responsible for a number of previous batches of foreign coins that were laundered through POMs at some of these stations in the past.

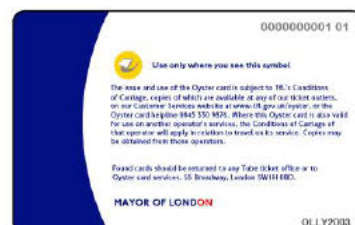


In another LU related case at the same court on Friday 20 October, Nathan Jeffrey-Payne, aged 28 from Seven Kings, was sentenced to six years and nine months imprisonment, for his part in operations that saw a gang of fraudsters successfully clone older style Mifare Oyster cards to obtain multiple refunds from POMs at LU stations across London.



Until a number of arrests were made by the BT Police in August 2016, it is reported that the gang are believed to have obtained in the region of £370k of fraudulent refunds.

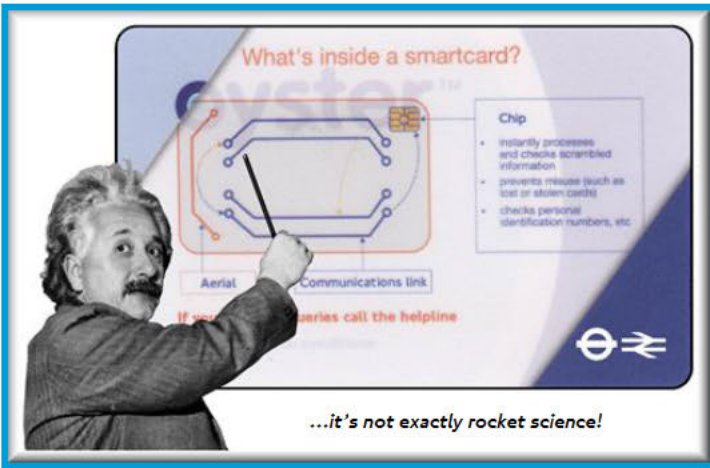
As a result of this fraudulent activity, limitations were placed on refunds of Mifare cards, which we eventually hope to phase out.



OYSTER EXPLAINED

For our final Oyster Explained feature of 2017 we have decided to revisit a subject which at this time of year, seems to give rise to a lot of queries and is also the subject of one of this month's Ask Olly letters featured on Page 6.

DISCOUNTS ON OYSTER CARDS

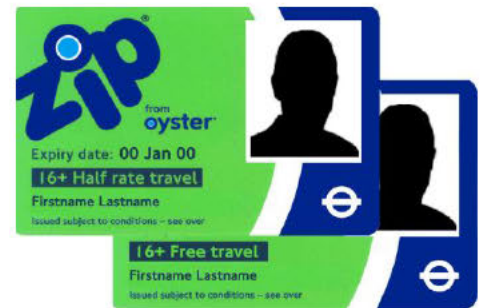


For a number of reasons the end of each year tends to give rise to a large increase in requests for Discount entitlements to be added or updated on customers Oyster cards.

This is probably due to the following main activities which take place around this time:

- *Renewal of TfL issued Privilege Travel Authority Cards (PTACs) and customers needing to have the Privilege discount entitlement on their Oyster card updated.*
- *Issue of new batches of Zip cards following the start of the new academic year.*
- *Seasonal spike in sales of Annual season tickets and customers requiring the Annual Gold card discount entitlement to be added to their Oyster card.*

One of the questions we are often asked is around the setting of Privilege discounts on Zip cards. What can and can't be set on various types of card are probably best summarised in the following table.



Card type	Discount entitlement		
	Priv All Rail	Priv All Rail N	Priv TfL Rail
5 -10	Y	N/A	Y
11-15	Y	N/A	Y
16+	Y	N/A	N

So why can't the restricted TfL Rail only discount be set on a 16+ Zip card?

The reasons for this largely stem from the conflicting fares and discounts applicable to these different types of card. Individually, holders are entitled to the following discounts:

16+ Discount	Priv TfL Rail only
1/2 Adult rate on TfL Rail services	1/4 rate on TfL Rail Services
1/2 Adult rate on NR services	No discount on NR services

So when they are combined, holders of both of these discounts would be entitled to travel at:

TfL Rail Services	Priv TfL Rail only
1/4 Adult rate	1/2 Adult rate

It should be noted the Privilege discount here is quarter adult rate as the customer is over 16 and therefore an adult.

The 16+ discount that gives holders 1/2 adult rate travel is actually a discount on the adult fare and one of the fundamental principles of our ticketing system is that you cannot apply one discount on top of another.

As the Privilege discount is the greater of the two discounts, this is applied in preference to 16+.

The net result of this is that a 16 year old holding a Privilege discount effectively pays half the fare that one of their 6 year old classmates without a PTAC pays, whereas for both adult and child PTAC holders they would pay a quarter of the equivalent adult/child fare that a non-PTAC holder would pay.

DISCOUNTS ON OYSTER CARDS continued

The difficulty with these multiple discounts therefore occurs when a customer is making a through journey from a station on the TfL Rail network to a NR destination or vice versa, as illustrated in the example below.



In this example, a Privilege entry charge of £1.35 would be deducted at Neasden, if the journey is started at a time that the reduced rate of PAYG is charged. On exit at London Bridge (LU), the gate would refund £0.65 effectively charging the customer £0.70 for their Zone 1-3 journey. Under normal circumstances, as London Bridge has an Out of Station Interchange (OSI) between the LU and NR parts of the station, on entry through the NR gateline, the original journey from Neasden would be reopened with the £0.65 deducted from the card balance. However, the Priv TfL Rail discount is not valid at London Bridge (NR), so the Standard 16+ entry charge of £2.70 should really apply. At the conclusion of the journey the gate reader would not currently be able to determine the fare due, or what proportion of the journey should be charged at which discount rate.

So how do we get round this problem?

Unfortunately at the moment 16 and 17 year old holders of TfL Rail only PTACs will need two separate Oyster cards to qualify for both discounts.

- A 16+ Zip card for free Bus travel and 1/2 Adult rate travel on NR services
- A standard Oyster card on which the Priv TfL Rail discount entitlement has been added for 1/4 rate travel on the TfL Rail network.

When obtaining an Oyster card for this purpose a Privilege PAYG application form will need to be completed and authorised by the member of staff's employing manager in advance. The holder just needs to remember to use the right card when travelling.

In the longer term, this issue could be resolved but would require extremely complicated software and fare tables to determine which fare should apply to very combination of through journey. Like standard PAYG journeys, there would also be some journeys where it would be extremely difficult to determine the actual route taken between the start and finish points of the journey and whether the customer was entitled to a discount or not.

This issue does not occur for holders of the unrestricted Priv All Rail discount as the same discounts apply on both TfL and NR services.

Some Incompatibility exists between Priv TfL Rail discounts and Child Oyster cards, but this is resolved by generally applying a more generous discount than we should, as in this case, it is not possible for the holder to have two separate Child Oyster cards as we can do for 16 and 17 year olds.

On the subject of more general TfL PTAC renewals, we have included some general guidance on Page 5.

LAL MXIDE PU Part 3 – We've mixed up the letters in these station names. Can you work them out?

Ticketing & Revenue
T&R
Trivia

(a)

(b)

(c)

(d)

(e)

Answers on [Page 19](#).

REVENUE PROJECTS

PED UPGRADES COMPLETE

The programme to replace the Chip & PIN equipment (PED) on all of our POMs was completed on the night of Monday 27 November.

During the final weeks Cubic with assistance from LUs building maintenance contractor, tackled the final difficult AFM sites where framework around the POMs had to be removed before the AFMs could be drawn forward to replace the existing bankcard unit.

At these sites the frame will be modified and then reinstated in a manner that should allow much easier removal in the future.

POMs at Ashfield House remain to be upgraded, as they require special training software to be loaded into their new PED units.

During the course of the POM PED upgrade programme we have had to upgrade over 1,000 machines:

Device	Total	Information
MFM	337	335 in the field, 2 in the store
AFM	600	586 in the field, 14 in the store
QBM	120	112 units upgraded at the Cubic workshop and reinstalled. 8 further devices in store awaiting installation as part of other planned project work

OH BOWLS!!

Just as we approached the finishing line of the POM PED upgrade, with 599 out of 600 AFMs successfully upgraded, we hit a slight snag. The problem that was identified involved the metal lining of the coin / ticket bowl on certain AFMs appear to have been inserted incorrectly, meaning that on the affected devices a slightly raised edge is present when customers insert their hand to retrieve their ticket, Oyster card or rejected coins.

The affected machines can be identified by the fact that the silver inner lining of the bowl stands slightly above the black casing, rather than being flush with it.

Cubic are currently arranging to undertake a quick once round visual inspection of all 599 AFMs to identify how widespread the problem actually is. At the same time they will be checking the fitting of PED stickers and the infill blocks on devices.



Once it has been established how many of the machines require attention a retrofit programme will be formulated to rectify the issue. This can be done by removing and refitting the bowl assembly from inside the device, but will require each device to be emptied of cash before the work can be done.

Stations will be notified of planned dates for the remedial work to be completed once these have been agreed with Cubic.

Part 4 – Following the recent completion of the Chip & PIN upgrade on our POMs as reported in the article above...



Q3) **When was Chip & PIN acceptance first introduced on LU POMs?**

A	2002	B	2005
C	2008	D	2010

Ticketing & Revenue
T&R
Trivia

Answers on [Page 19](#)

NEW TOM APPROACHES

We have recently commenced a programme of surveys to check and update plans previously completed for the rollout of the Cash Handling Devices (CHD). This will also confirm that the TOM / SAF are correctly located, as the project offers us a limited opportunity to correct devices that are either in the wrong place or in some cases are completely missing, when preparatory cabling works are being completed by Cubic.

Following on from the recent upgrade of TOMs within the Visitor Information Centres and the upgrade of TOMs at Stanmore in early December, it is planned to update all of the TOMs used for training at Ashfield House, as these currently still have the old Ticketing Handling Unit (THU) and Chip & PIN equipment.

This will then be followed by the deployment of the new TOM hardware and software to the 6 Vanguard LU sites, this was originally planned for early December, but due to delays in completing the work within VICs, this has now been rescheduled until after the fares revision, and will now take place in early January 2018.

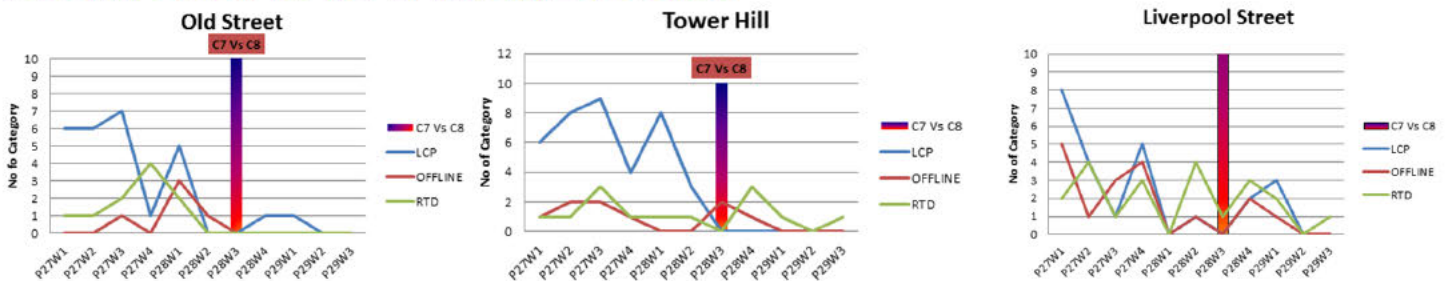
2 x standard TOM/SAF combinations	EMBANKMENT	EUSTON
2 x TOM/SAF combinations with additional TOMs	HEATHROW T1/23	LEICESTER SQUARE
2 x complex sites with multiple TOM/SAF combinations	LIVERPOOL STREET	BAKER STREET

This Vanguard is currently scheduled to run until the end of February 2018, when providing there have been no major issues identified during Vanguard; we hope to commence the rollout of the new hardware and software to all other LU stations.

The new TOM hardware includes a new black monitor, keyboard incorporating the KVM switch functionality, receipt printer and the RTD fitted in a desk mounted puck, allowing removal of the current metal shelf into which the RTD is fitted.

GATE LCP3 UPGRADE

Following the loading of new software to the three vanguard stations (Liverpool St (Central), Old Street and Tower Hill) a review was held on Thursday 23 November.



The graphs shown above show an improvement in the number of faults detected at all three sites since the new software was loaded in September. It was also reported that there had also been a reduction in the number of instances of reject codes “21” and “22” being reported, supporting earlier observations that the LCP software had finally addressed the long running problem of certain gate paddles not opening after a customer had correctly validated their card or ticket.

The outcome of the recent review was to give Cubic the go ahead to prepare for the start of the rollout of LCP3 to the remaining 38 stations that have pneumatic gates.

The existing stocks of LCPs which have been sitting in store for an extended period will have to be updated with the latest software version and need to have their batteries replaced before installations can begin. Given that we have the fares revision, Christmas and New Year holidays rapidly approaching, it means that the rollout cannot start until January 2018.

Approval was also given for the reinstallation of the LCP3 into the WAGs at Heathrow T1/23 and Heathrow Terminal 4. These had previously had to be removed from these gates as the number of cold starts that had to be performed by Cubic to resolve issues had been having an adverse impact on the gate count data that we hope to be able to use to determine usage payments between LU and Heathrow Airport. Now the E2 gates are much more stable, cold-starts are much less common. The upgrades will again be undertaken in January 2018.



REVENUE PROJECTS



NEW PC BASED SCU.....

Development work on the new touch-screen Station Control Unit (SCU) is progressing and Cubic recently held a demonstration of mock-ups of the new screens.

At present we have some concerns over the use of pictograms for some functions, as the symbols used to indicate whether a gate is in entry or exit mode are not particularly intuitive.

Depending upon the position of the actual SCU, the arrows could actually be pointing in the wrong direction and be misleading to users.

Icon	Mode	Description	Not available when...
	ENTRY	The gate will only accept tickets from customers entering the station.	The gate is an exit-only gate. A fault prevents the gate going into Entry mode
	EXIT	The gate will only accept tickets from customers exiting the station.	The gate is an entry-only gate. A fault prevents the gate going into Exit mode
	Status	Green Gate or PVal button Dark green button	The device is fully operational
	Status	POM or TOM/SAF buttons	The device is fully operational
	Status	All devices	The device has a serious fault and is out of service
	Status	All devices	Brown Button and Tool icon. There is a technician signed on to the Device.

As part of the consultation process with Trade Union Functional and Health & Safety representatives, we have asked for preferences for either symbols or for simple text descriptions on buttons, e.g. In / Out, or Entry / Exit.

We would be interested to hear the opinions of gateline staff, who can make their views known by emailing them to [Ask Olly](mailto:AskOlly) before 15 December. The new SCU is also the subject of one of this month's [Ask Olly](mailto:AskOlly) letters on Page 7.

CHD SORTING WHEEL....



One issue that has affected a number of Cash Handling Devices across the network is the occasional coin, normally a 50p piece ending up in the wrong hopper. As we have previously reported in TRU, this occurs when the coin is correctly sorted, but jumps from the sorting mechanism into the wrong hopper. Typically a 50p Lands in the £2 hopper and is later dispensed in place of a £2 coin, as when dispensing coin the device simply counts the number of coins passing the sensor, rather than validating them as the device does when they are inserted by customers or when the device is floated.

To address this issue, Scancoin successfully trialed a modified blue sorting wheel at some of the worst performing stations. This includes an additional spring which is used to keep coins from rising up as they are sorted.

Since this Scancoin have upgraded further devices with the new sorting wheel and to date approximately 24 devices have been fitted.

A further batch of components has recently been ordered to allow all of the devices to eventually be updated.



Scancoin are currently investigating a further device software upgrade which aims to reduce the number of engineer fallouts for note jams in the lower section of the note recycler unit.

At present if a jam occurs when notes are being moved from the recycler rollers to the collection sack, it will generally require a site visit by an engineer to clear.

However, the addition of an additional user function on the main menu could allow simple jams to be cleared by pushing any notes stuck within the belts into the collection sack. Further updates on plans to trial this additional functionality, will be included in future editions of TRU.



PAPER £10 NOTES TO BE PHASED OUT

The Bank of England has recently announced that following the recent introduction of the polymer version of the £10, the paper version will cease to be legal tender from Thursday 01 March 2018.

Rollout of the polymer £10 has been quite aggressive and already over 55% of £10 notes in circulation are the polymer version. This transition has happened more quickly than with the £5, as more £10 notes are dispensed from ATMs and £10 notes tend to be banked more frequently than the £5 note, which tends to be retained for change-giving in most retail outlets.

In the New Year there will be a further round of upgrade visits by Cubic, initially to prevent the 98 MFM's with Bank Note Recycler (BNR) units from accepting and dispensing paper £10 notes in the weeks leading up to them ceasing to be legal tender.

This will be followed later by a further programme to upgrade the other MFM's which have Bank Note Acceptor (BNA) units. Scancoin will then perform further upgrade to each of the Cash Handling Devices (CHDs) to prevent them accepting the paper £10 note, a couple of weeks after the Cubic MFM programme.



As with the recent £5 note withdrawal, we are hoping that most station CHDs will be upgraded remotely, without the need for an engineer to visit site.

As usual further details will be communicated via the TRU in 2018.

SC3 UPGRADE

As previously reported in TRU, following a Vanguard which has now been running for a year, Cubic will be undertaking a programme to replace all of our current Station Computers (SCs) with a new model known as the SC3 next year.

The SC3 is required to support the new PC based SCU that we are planning to trial in the New Year, as outlined on Page 18 (opposite), and in our last edition's update on the SCU project we briefly mentioned that Cubic had brought forward the installation of the SC3 at a couple of stations; London Bridge and Wembley Park, to overcome some reliability issues with the current design of SC at these locations. Since [TRU104](#) a further SC3 unit has also been installed at Waterloo (Main).

Cubic have also identified the following stations where we have had problems with the current SC computer to receive an early replacement by an SC3 unit.

SC3 to be fitted at	
CANADA WATER	HIGHBURY & ISLINGTON
FARRINGDON	LIVERPOOL STREET (Central)
HILLINGDON	(Main)
STRATFORD	MOORGATE (Northern)
TOTTENHAM HALE	

Unfortunately these and the original Vanguard units will need to be replaced with production models that can support the new SCU, before we can extend the rollout to other sites.

ANSWERS TO
T&R TRIVIA

Pt. 1 [Page 1 and 3](#)

WHERE'S WOLLY?

THEYDON BOIS

Pt. 2 **A** January 2015 when price was increased from £1.45 to the current £1.50

[Page 5](#)

Pt. 3 **LAL MXIDE PU**

[Page 13](#)

(a)

LEYTONSTONE

(b)

MOORGATE

(c)

NORTH ACTON

(d)

OLD STREET

(e)

PRESTON ROAD

Pt. 4 **B** July 2005 - initially on QBMs

[Page 16](#)

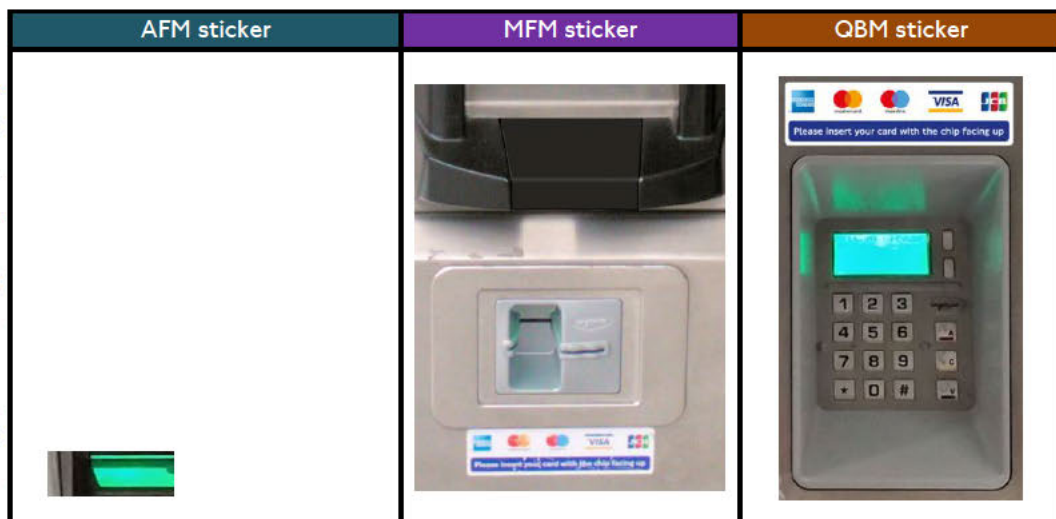
How did you do?

...AND FINALLY!

POM STICKERS

The recent completion of the upgrade of all of our POMs with the new Chip & PIN unit (PED) means that all devices should now look the same and have the latest versions of stickers, as illustrated on the right.

It should also mean that all devices have now had their old Chip & PIN stickers (illustrated below) removed.



Except that is for 4 AFMs at Vauxhall and London Bridge where this information was found to have been wrongly incorporated into the vinyl coverings applied to these machines. New vinyl coverings are to be ordered for these.

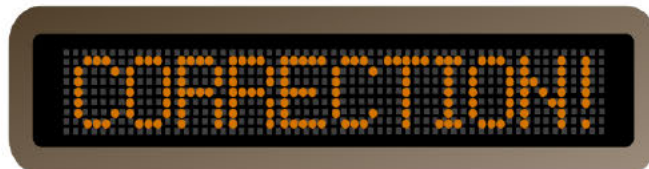
If you are aware of any other POMs where the new card scheme stickers are missing or have become scratched, please email tr@tr.com

OOPS WE GOT IT WRONG!!

It is always a bit of a stressful time coming up to publication of TRU. With pressure to complete and publish before some of the articles become out of date, or events require us to rewrite chunks of text.

However, we do prude ourselves in not making too many errors, but occasionally the odd typo does sneak through.

Unfortunately in [TRU104](#), one of those minor typing errors actually changed the complexion of one of our items considerably.



On Page 14, in our article on the TOM and SCU upgrades, we may have accidentally given you the impression that Cubic were developing a touch-screen version of the SAF. The text should have said *SCU* not *SAF*.

Apologies if we confused you or built up your hopes prematurely!

LOOKING AHEAD TO TRU106

The final TRU of 2017 will be our December edition, which we plan to publish just before Christmas.

Due to the short timescales to get the next edition published and distributed before the end of the year, it is likely to be a slightly slimmed down version.

As is traditional for our December edition, TRU106 will include a look ahead to what is planned for 2018, plus;

- An end of year quiz in place of our usual Trivia features
- A final round up of late fares revision items
- A further update on PAYG journey resolutions
- A round up on other T&R news stories

The full range of TRU features will return with our January / February 2018 edition (TRU107).

T&R UPDATE 106



2005 to 2017 (O registration onwards) Oyster & Contactless

Haynes **Service and Repair Manual**



Includes **Device Upgrades** and **TSID Holder Issues**