Customer Experience, Revenue Policy: Staff Briefing Notice

Changes to National Rail Common Ticket Stock Design

| Effective date: | March 2013 |

**Issue**

A new National Rail common ticket stock design is now in circulation, replacing the existing stock as it runs out. Until further notice, both stock types should be accepted where valid on TfL services.

**Changes**

The new common ticket stock design includes the following changes:

**Front**

- **National Rail logo**: The National Rail logo has replaced the standalone crow’s feet symbol, in the left hand corner

- **National Rail security print**: The words ‘National Rail’ in the faint, repeat security print, have replaced ‘Rail Settlement Plan’
Back

- **Terms & Conditions** wording has been updated

New stock

Existing Stock

The ‘Endorsements’ box is for use by National Rail staff only.

Notes

- **Colour**: The orange top and bottom bands and the green repeat print of ‘National Rail’ on the front of the ticket will remain exactly the same colour and will not change
- **Advertising**: May continue to appear on the back of tickets above and below the magnetic stripe

*If you have any questions or comments about this briefing please email John Allen*