



Issue

October

The T & R UPDATE

87

2015

UNUSED OYSTER CARDS

From time to time, the press latch on to the number of Oyster cards that are lying about unused by their owners and more importantly the value of the PAYG balance on these cards and their deposits. Money that is basically sitting within TfL's accounts waiting for customers to use.



Over the last year we have made it possible for customers to get a refund of their deposit and PAYG balance if less than £10, from our POMs, but there are still many cards that have not been used for a long period of time.

From **early November**, TfL will be emailing the registered holders of cards that have not been used for three months or longer, to remind them that they can get a refund on any cards they no longer need. These emails will be sent out in batches to holders of standard adult Oyster cards, so as to avoid large numbers of customers all arriving at stations to get a refund at the same time. The text of the emails will confirm the refund limits currently in force on our POMs and will also offer the customer the option of getting a refund via the Customer Contact Centre.

On a related note, **Friday 23 October** saw the launch of a 3 month campaign with the charity **Railway Children**, the **Department for International Development** and **LU**, to promote the use of the Oyster Charity Box scheme at four of our main gateway stations. Between now and **22 January 2016** the value of any Oyster cards donated via the collection boxes at these stations will be matched by the UK Government (further details on **Page 7** inside).

So if you have an unwanted Oyster card lurking somewhere, the proceeds could go to a good cause.

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We take our traditional look back at what went well and what didn't go so well, following the fares revision on Sunday 06 September.

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High levels of fraudulent transactions involving non-Chip & PIN bankcards have led to TfL reviewing bank card acceptance at LU stations. Here we outline the proposed changes, scheduled to take place in **Mid November**.

Page 6 – CSID & TSID ISSUING ARRANGEMENTS

We have recently launched a drive to encourage staff that don't currently have a TSID to complete a new training programme to obtain a TSID and be able to perform more tasks on our POMs. Linked to this we outline some forthcoming changes to the issuing arrangements for TSID cards and CSID PINs.

Pages 12-13 – CASH HANDLING DEVICES

After a wait of almost two years since the project started, the installation of the first of the production devices is scheduled to take place at the end of October. We give a run down on what equipment is being installed and some of the differences compared to our trial devices.

Page 16 – CHIP & PIN UPGRADE

We take an early look at plans to replace the Chip & PIN units on all our ticket issuing devices next year and how it will affect each device.

SEPTEMBER FARES REVISION

WHAT WENT WELL?

The fares revision on **Sunday 06 September** was completed successfully, but this time round there were a couple of hitches affecting POMs at certain stations, as a result of enhancements we made.

The implementation of this revision again went very smoothly, with no big issues in the loading of the new fare tables to devices. There were no problems reported at any LU sites, although Cubic did have to respond to issues at four different sites; two NR stations (**White Hart Lane** – due to a local power failure and **Deptford**) and at two Tram stops in Croydon. All four locations were reporting that their Station Computers were off-line, meaning it wasn't possible to confirm remotely that tables had correctly switched over on each of the associated devices. All of these sites were resolved quickly on the Sunday morning.

Testing of the changes implemented as part of the fares revision on the Sunday and Monday confirmed that all was generally working as intended, with the following exceptions....

WHAT WENT NOT SO WELL?

The first POM related problems were identified on Sunday morning, by staff at **Chesham**, **Amersham**, and **Chalfont & Latimer** who reported that customers were unable to buy Off Peak Travelcards from their POMs.



At these three stations on the north end of the Metropolitan line where, as outlined in **TRU86**, we were introducing a change to allow POMs to sell the Day Travelcard (Off Peak) after 09.10 Monday to Friday. It subsequently transpired that the weekday time restrictions had been wrongly applied to weekends as well. The situation resolved itself shortly before 09.30, when the appropriate weekday easements kicked in. Cubic subsequently reloaded the tables to the POMs at these stations around midday, to correctly enforce Day Travelcard restrictions on POMs.

The other more serious POM issue was initially highlighted by staff at **Heathrow T123** on **Monday 07 September**, but also affected around 70 LU stations where the ability to buy a through Single or Return ticket to about 145 NR destinations such as **Cambridge**, **Benfleet** and **Sevenoaks**, disappeared from POMs. This was quickly identified as being linked to the implementation of a POM enhancement to allow customers holding Oyster season tickets to buy an extension ticket to popular NR stations outside the zonal area.

Unfortunately, in setting up this functionality, the ability for other customers to buy the more popular Single and Return tickets was accidentally removed. After discussions between Cubic and TfL, it was agreed that the quickest and most sensible solution was to roll-back the upgrade to the pre-fares revision position and remove the extension facility to restore the normal ticket range. An unfortunate consequence of this action, is that at the stations affected, the planned facility for customers to be able to buy an extension ticket from the POM, is unlikely to be available before the January Fares Revision.

In **January 2016** we had already planned to add the functionality to buy extensions at all stations where this isn't currently available, for holders of any Oyster Travelcards including Zone 1, to buy an extension from the last zone covered by their ticket, to a selection of popular NR destinations. The facility will then be extended at future fare revisions to other zonal combinations not including Zone 1. Unfortunately this cannot be done any quicker, due to the large volume of additional fares that need to be loaded in the system for each destination and zonal combination.

Until then, it is worth highlighting that under the NR Conditions of Carriage;

If the customer cannot buy an appropriate ticket for their journey due to the restricted range of tickets available at their starting station, they must buy a ticket that entitles them to make at least part of the journey before travelling. They must then, as soon as is reasonably practicable, buy an appropriate ticket to complete their journey. In these circumstances, they would not be liable to a Penalty Fare and would only be charged the fare that they would have paid at the start of their journey



LONDON POPPY DAY

Thursday 29 October is London Poppy Day and as with previous years, between the hours of 06:00 and 20:00 fundraisers and uniformed personnel from across the RAF, Army and Royal Navy will be making charity collections at LU stations.



This year customers will be able to make donations to the British Legion's Poppy Appeal (via official collectors) using both a Chip & PIN bank card or via contactless payment through a service supported by Barclaycard.

Volunteer fundraisers will be in possession of an official volunteer badge (see below left) which is to be used as both their letter of authority to take collections and their authority to travel on TfL services (excluding Emirates Air Line) throughout Thursday 29 October only.



Please note that there are no changes to the current travel agreement for Armed Forces personnel, who must be in full uniform **AND** present their forces MOD 90 identification card.

Two Circle line trains in Poppy Day livery will also operate throughout the day with permission extended to allow uniformed Armed Forces personnel (accompanied by RCIs) to make collections on these trains between the hours of 10:00 and 16:00.



There is currently no provision under this arrangement for free travel to veterans travelling without either of the above ID's or permits.

Veterans travelling to ceremonies will be required to present a valid ticket or concession pass in these instances.

THE ROYAL BRITISH LEGION



NEW CONTRACT FOR G4S

Further to our last report in **TRU85**, following a re-tendering process G4S have been awarded a new contract for the provision of cash collection and deliveries to our stations. The new contract started on **Sunday 25 October 2015**. Changes were also made to the frequency of collections at a number of stations from the same date.



After a delay of over a year in fully implementing the process for Recovery Collections, the new contract will see the implementation of an automatic revisit if a collection is missed at any site that has [redacted] collections. If a collection is missed, a missed collection notification must be completed via the T&R section of the intranet. A second notification must be completed on the day of the recovery collection, to confirm whether the recovery collection has been completed or not.

To coincide with the new contract, we have also made some changes to both the **Missed Collection Notification (1)** and the **Change Delivery Order Form (2)** available on the intranet.

1. http://luintranet.tfl/ops_maintenance/service_support/oyster_tickets_revenue/14266.html
2. http://luintranet.tfl/ops_maintenance/service_support/oyster_tickets_revenue/609.html

The changes mean that it is now possible for DSMs to set up a one off delivery of change, rather than having to set up an on going 'standing order'.

Under the new contract the lead time for change deliveries has been reduced from two weeks notice to one week (as outlined in **TRU86**).

The missed collection form also now covers recovery collections and scenarios where a collection is made but G4S fail to deliver a change order.



CHIP & PIN ONLY - THE END OF MAGNETIC BANKCARD ACCEPTANCE

Despite restrictions introduced over the years on both the value and number of transactions made with non-chip & PIN bankcards, the level of fraudulent transactions made with magnetic swipe cards is currently running at unacceptably high levels, prompting warnings and the threat of fines from the card issuers.

Currently the maximum transaction value on a magnetic swipe bankcard is £39. Customers are also limited to only one POM transaction per day at an individual station and a maximum of two transactions per day across the network. However, based on a pattern of falling numbers of magnetic stripe bankcards, but rising fraud, TfL and LU have had to review our strategy on the acceptance of these cards.

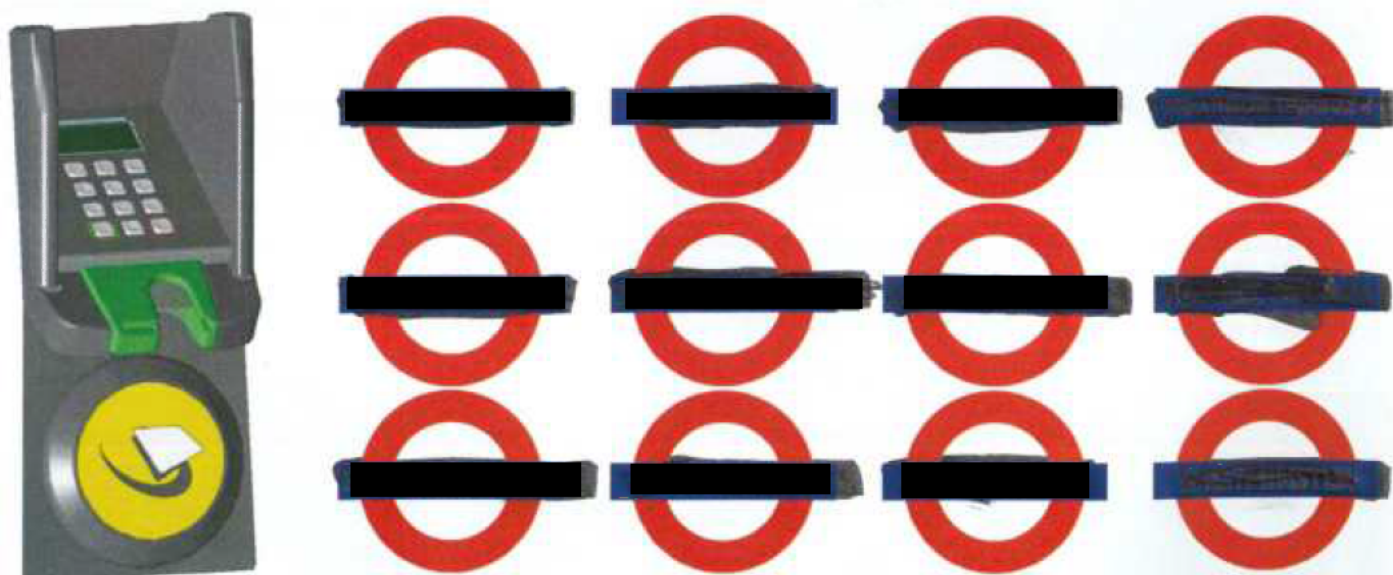


It had been planned that all US card issuers would have switched to chip cards by **01 October 2015**, at which point, there would have been a significant change in the liability for fraudulent magnetic stripe transactions. This would have seen the risk moving from the retailer to the card issuer. Unfortunately, this target has not been met and the rate that US card issuers are switching customers to chip cards, has been much slower than originally planned. As a result LU remains liable for any fraud that takes place on magnetic bankcards.

It is therefore proposed that from **mid November 2015**, LU will stop accepting all payments by non-chip bankcards at most stations. This will apply to both TOM and POM transactions, as although there is slightly less risk on transactions that are supported by the customer signing the sales slip, there has been an increasing trend in these transactions being challenged by the account holder and the signature not being valid.

As a result, at most of our stations the current £39 limit will be reduced to zero, thereby preventing any transactions on magnetic swipe cards being authorised. At a small number of gateway and heavily used tourist stations which currently have large numbers of legitimate magnetic bankcard transactions, the current limit will be increased to £60. This will give tourists more flexibility in buying more than one Oyster card on arrival. At stations where magnetic bankcards are no longer accepted, customers should be advised to obtain cash from an ATM to then buy their tickets.

The 12 stations where it is intended to allow customers to still use magnetic swipe bankcards are:



STAFF OYSTER HELP LINE ACCESS

We have recently undertaken an audit of the SOHL database to ensure that all TSID card holders can access this facility.

This has resulted in around 180 additional names being sent to Customer Experience, to be added to the system. At the same time, we are also removing around 50 names of staff who have either left the company or are no longer working as station staff.

The changes to the database have to be undertaken by an outside supplier, so it may take a couple of weeks for the changes to take effect.

With the changes to the arrangements for issuing TSID cards mentioned on **Page 6**, we will be sending the names and employee numbers of new TSID card holders to Customer Experience more frequently, so there should be a much shorter period before holders can access the SOHL facility.

Please note the SOHL facility is currently only available to holders of a current TSID card and Revenue Control Inspectors



We have recently received a number of reports from staff who have had difficulty in accessing the SOHL and heard a recorded message indicating the opening hours of the helpline. This was initially resolved very quickly by Customer Experience, but the problem then re-occurred and despite being raised again with the team who manage the service, it was some days before we got further confirmation that the issue had been resolved.

It appears that around the time the problems arose, the telephone system used by the Customer Contact Centre was changed and this may have upset the operation of the SOHL. The system has since been tested and confirmed as operating correctly.

We are also following up on a number of long term defects within the SOHL facility. As there has been little progress in resolving these issues since they were originally raised with the suppliers at the beginning of the year, a decision has been made by Customer Experience, to package the necessary changes into a small project, which they will fund. The current defects have prevented the service being extended to TOC staff, beyond an initial trial undertaken by LOROL last year.

Some of the issues to be addressed are:

- Information not given on cards with a valid discount entitlement
- Information not given on cards which have previously held a discount, but which has now expired
- Incorrect PAYG balance if card has a negative balance
- Incorrect status of cards which have been refunded on a MFM
- Standardisation of log in, so that all staff use their Employee Number, rather than RCIs using a badge number

Part 1 – We've mixed up the letters in these station names. Can you work them out?

Ticketing & Revenue

T&R

Trivia

(a)

I BAN CRAB

(b)

BLEAK PRIZES

(c)

HAIL TUNA

(d)

BATHING HER

(e)

NOT CONCERNING TERMS

Answers on Page 19.

CHANGES TO CSID AND TSID ISSUING

In the run up to changes in station staffing next year, all station staff who do not currently hold a TSID are being encouraged to undertake a new training programme to obtain a TSID. Like the CSID application process, this is currently voluntary, but has the benefit of allowing those staff that volunteer, to be able to provide a better service to customers.

The new programme is made up of a mixture of online modules, practical training with a local coach and a formal assessment at Ashfield House. In preparation for this, briefing sessions have been held at Ashfield House for local coaches and the first sessions for staff to sit the new assessment are scheduled to take place on **Monday 02 November** and **Tuesday 03 November**. Attendance at subsequent sessions can be booked via SAP.



Q	So why do this now?
A	Everyone will need to have a TSID to be able to deal with POM problems next year, but doing the training now will allow staff to resolve more issues on POMs now.
Q	But I already have a CSID, so why bother?
A	Although CSID holders can perform basic functions on the screens at the front of the POM, they are not able to sign on at the back of the device to perform servicing, floating or defect rectification. They also cannot perform POM refund transactions on the TOM/SAF. Having a TSID allows all of these to be completed and TSID holders can therefore provide a much better customer service.

From **early November**, instead of being trained and issued with a CSID PIN, all new CSAs will instead complete the new modules covering POM servicing activities. Successful delegates will be issued with a TSID instead of a CSID PIN on successfully passing the assessment.

To coincide with this, from a date in November which is yet to be confirmed, we will also be making some other changes to the way we issue CSIDs and TSIDs.

The online application process used by DSMs to authorise an application for a staff member to be issued with a CSID will be switched off. Instead staff will be encouraged to complete new modules leading to them taking a TSID assessment.

Staff attending the Customer Service training at Lillie Bridge, will no longer be issued with a CSID if they complete the online module during the course. Instead they will be encouraged to undertake the remaining modules to obtain a TSID.

Group stocks of TSIDs will be phased out and any remaining Emergency TSID cards will be withdrawn from locations where the ticket office is no longer open. The requirement for an Emergency TSID card to be held in a safe, only applies to stations with an operational ticket office. With the forthcoming training of a large number of new TSID card holders, we need to ensure that stocks are used efficiently.

All new TSID cards have been issued directly by the T&R team since the new card range was introduced last November. Staff successfully completing the new TSID assessment and migrating from a CSID PIN to a TSID will be sent their card via their group. However, they will be required to contact the T&R team when they receive their card, to have it activated and linked to their Staff Oyster card. This activation will be completed overnight, after which their CSID will no longer work. This process ensures that there will be no disruption to their ability to use the staff sign-on screens on the front of the POMs.

Replacement TSID cards for any cards that have been lost or damaged will now be issued by the T&R team, rather than from the local stock. The replacement will not be an immediate process, as with less dependence on the need to provide a ticket office window service and in future more staff having a TSID, there will be less urgency to issue a replacement TSID card.



Join our **email Distribution List** to ensure you get the benefits from;

- 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]



If you are a TSID Card holder and not receiving the TRU by email, please check with your group administrator that you are included on your group's "+CSA (group)" distribution list.

FUNDRAISING STEPS UP A GEAR

Amongst the extensive coverage of our on-going support of the Railway Children charity in TRU86, we are pleased to announce confirmation that a scheme to match funds raised under the successful **Oyster Charity Box** scheme during a three month period had been approved by the Department for International Development (DfID).

This exciting scheme kicked off on **Friday 23 October 2015** at the following locations;



The scheme will run for three months until **Friday 22 January 2016**. During this period, the value of PAYG balances and the deposits on cards donated via the boxes will be matched by DfID, effectively doubling the amount of money raised.



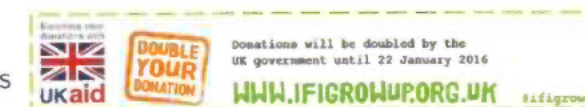
The initiative will be supported by new posters which will be displayed on the whiteboards where the collection boxes are mounted. A further poster (illustrated left) will be displayed on a number of poster sites at the participating stations.

These have been donated to Railway Children by ExteriorMedia, who operate the poster sites around the network.



These sites situated on platforms and routeways, will hopefully raise awareness of the scheme to customers before they reach the ticket hall, where the collection boxes are located and will be will display the poster.

The stations will also be using PA announcements to encourage customers to donate any unwanted cards via the collection boxes.



T&R TEAM WENT THE EXTRA MILE!

On **Sunday 11 October 2015** [redacted]

Royal Parks Half Marathon in support of the **Railway Children** charity. They completed the run in under two hours, recording a time of just under 1 hour 56 minutes.



Thanks to the amazing generosity of work colleagues and friends within the T&R world, our target of £500 has been exceeded, with almost £750 being raised to date, when gift aid is taken into account. **The T&R Team are very grateful to everyone who donated and turned up on the day to cheer them on.**

Anyone still wishing to make a donation can still do so as the link below will remain active for a few more days yet.



Don't forget that by selecting "GiftAid" a donation will be increased by 25%; <http://uk.virginmoneygiving.com/tandrteam>.



askolly@tube.tfl.gov.uk



From: [REDACTED]
Sent: 17 September 2015 16:14
To: Ask Olly
Subject: Pink RouteValidators

Dear Olly,

I work near to Rayners Lane station which has a pink card reader and I regularly explain the function of this to customers. However I've just recently had a lot of unhappy customers who travel on a journey such as Hounslow East to Harrow-on-the-Hill, changing at Rayners Lane. This is the quickest and logical way of doing so and does not involve going near Zone 1. Customers are unhappy because suddenly the system is now charging customers for travelling through Zone 1 unless they touch the pink reader.

This makes no sense to them, or me, because many have been making this same journey for years without touching the reader or incurring a zone 1 charge and are naturally questioning why they should suddenly need to touch the pink reader every single time now. There is no reason you would go through zone 1 for this journey so the system should not assume customers are.

Please can we have this fixed?

[REDACTED]

Hi [REDACTED]

I can confirm that Helpdesk staff should not be referring customers to stations to have a product manually added to their card. In exceptional circumstances, there is a process that allows a written authorisation to replace a card or product to be faxed to the station.

We have had a number of similar complaints from station colleagues, regarding customers being wrongly sent back to stations and we have raised this with the managers of the Customer Contact Centre.

Regards

Olly Oyster

From: [REDACTED]
Sent: 06 September 2015 21:11
To: Ask Olly
Subject: On-line Purchases

Hi Olly,

A customer bought an Annual Travelcard online on Sunday, but his Oyster card has not worked since Friday. When I rang [REDACTED] I was told he only had £9.00 PAYG on the card. He tells me to replace it and he will contact the Helpdesk with his new card number and explain the situation.

He returned later and told me the Helpdesk told him to come back to the station to have the Annual ticket put on his Oyster. Why are station staff constantly being put in these awkward situations with customers after contacting the helpdesk? Does the helpdesk know / understand what we can and can not do at stations?

Regards

[REDACTED]

Hi [REDACTED]

Thank you for your email and what is quite a timely query, as we are featuring this issue as part of our *Oyster Explained* feature this month.

At the last fares revision a number of changes were made to the way we charge for certain journeys. This generally moved us away from always giving the customer the benefit of the doubt and charging them the cheapest available route, to more consistently requiring validation using a route validator at key points on their journey, so as to show the actual route taken.

In the case of the journey you have described, although via Rayners Lane may appear to be the most logical route, we also have to facilitate similar journeys, where the choice of route may be less clear cut (e.g. Hounslow East to Dollis Hill, or Northfields to Rickmansworth).

The advice to customers is to always use a pink Route Validator when interchanging, as in that way they will always get the benefit of the cheapest fare.

Regards

Olly Oyster

From: [REDACTED]
Sent: 06 September 2015 14:39
To: Ask Olly
Subject: NR Railcard discounts

Hi Olly,

Could you shed some light on the reason that a discount entitlement cannot be added to an Oyster card on the POMs, for a customer who has purchased a Senior Railcard online for 3 years?

Presumably the POM cannot recognise the expiry date because it is more than 3 years. Customers get an extra week when purchasing online to allow for the post.

Regards

[REDACTED]

Hi [REDACTED]

Thank you for your message and query.

Your suggestion makes a great deal of sense. However the functionality we currently use would need to be significantly changed to allow this to happen automatically.

The staff sign-on screens on the POMs, are largely based on the software used by the TOM and to set any discount it is necessary for the card to be registered.

For this temporary discount, we circumvent the need to fully register the card, by putting the relevant codes in the password, postcode and photocard fields. This also helps identify cards which have had this temporary discount set on them.

Regards

Olly Oyster

From: [REDACTED]
Sent: 20 October 2015 07:59
To: Ask Olly
Subject: Annual Gold Cards

Hi Olly,

I had a customer this morning asking about Annual tickets. I know that they have to now go online to get their annual, but she asked what happens with the Gold Card.

Any clarification is greatly appreciated.

[REDACTED]

askolly@tube.tfl.gov.uk

Hi [REDACTED]

We have had a few similar queries regarding the setting of discounts of late, most relating to 4 year 18-25 Railcards.

The maximum period that can be set on a POM for any NR Railcard is 3 years, so if the period of the Railcard is 3 years + 1 week as you state, the options are;

1. Set the discount for the whole period using a TOM in the ticket office or POM Room
2. Set the discount on a POM for the maximum period of 3 years and advise the customer to have it updated once more than a week has elapsed, when it will be possible to enter the correct expiry date

The setting on the POMs has been implemented to ensure that a discount is not accidentally loaded for a longer period than is permitted, as had previously occurred on a few occasions after the functionality was introduced.

Regards

Olly Oyster

From: [REDACTED]
Sent: 08 August 2015 07:34
To: Ask Olly
Subject: Young Visitors Discount

Hi Olly,

I was wondering whether it is possible to simplify the setting of the Young Visitors discount?

Why is it necessary to apply a false Password, postcode and photo card field? Can we not have a system whereby we just select the Young Visitors discount from a drop down menu and it is then automatically set for 14 days.

Given that most of the time this procedure will be carried out on busy POMS on busy gatelines, the simpler the process the better.

Many Thanks

[REDACTED]

Hi [REDACTED]

Thank you for your email.

For online purchases the Gold record card would be posted to the customer, so they wouldn't lose out on the benefits associated with having an Annual Gold card. The customer would still need to have the NR Railcard discount added at a station, to get the benefit of the discount.

Regards

Olly Oyster