

Issue 140 – August / September 2022

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SEPTEMBER FARES REVISION

OYSTER CARD FEE

Probably the most significant change being implemented as part of the September Fares Revision, is an increase in the fee charged for new Oyster cards.

From Sunday 04 September, the fee for a new Oyster card will increase from £5.00 to £7.00.

The card fee was introduced in February 2020 and replaced the previous £5 refundable Oyster card deposit.

Since the introduction of this card fee, although customers were no longer able to claim a refund of the £5 they had paid for their card, if they retained the card for 12 months and continued to use it, after a year they qualified for a sort of 'loyalty bonus' and received a £5.00 PAYG top-up to their card via the Faster Universal Load (FUL) facility.



Following the increase of the card fee to £7.00, customers obtaining a new Oyster card after 04 September will no longer receive the additional top-up to their card after 12 months.

Please note that any customer who bought their Oyster before 04 September, will continue to be entitled to the £5 top-up after 12 months.

Any older cards issued before 23 February 2020, will still allow the refund of the card deposit the customer paid, if the card is surrendered.

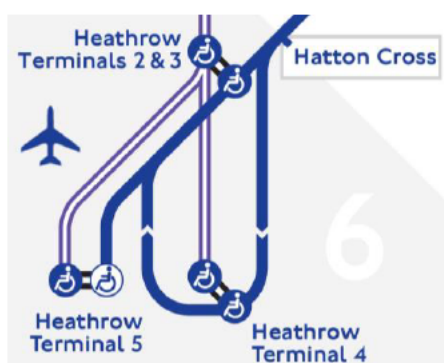


HEATHROW FREE TRAVEL AREA

The existing arrangements which allow customers and airport staff to travel free on local buses, LU, Elizabeth line and Heathrow Express Rail services between the various terminals, will be expanded to include Hatton Cross from Sunday 04 September.

Situated on the edge of the airport and at the end of one of the main runways, Hatton Cross is heavily used by airport staff, with several maintenance facilities and other companies serving the airport having their bases nearby.

Heathrow
Making every journey better



From 04 September, a £0.00 entry charge will be charged for PAYG journeys starting from Hatton Cross and no fare will be charged if customers subsequently touch-out at Heathrow Terminals 2&3, Heathrow Terminal 4 or Heathrow Terminal 5.

Similar arrangements already apply at each of these stations and following the expansion of the Heathrow Free Travel Area, any customers travelling from one of the airport stations to Hatton Cross, will be charged a zero PAYG fare on exit at Hatton Cross.



Part 1 – The first 7-sided 50 pence pieces were produced in 1969 in advance of decimalisation. This coin was later withdrawn and replaced with a smaller version, but...

Q1) ...when was the resized 50 pence introduced?

- A 01 SEPTEMBER 1995 B 01 SEPTEMBER 1997
C 01 SEPTEMBER 1999 D 01 SEPTEMBER 2001



	Old	New
Diameter	30.0mm	27.3mm
Thickness	2.5mm	1.78mm

Ticketing & Revenue
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SEPTEMBER FARES REVISION

HEATHROW FARES

Another fares revision change affecting Heathrow, which is also being implemented on Sunday 04 September, involves PAYG fares to and from the airport on the Piccadilly line.

From this date, customers making a Zone 1-6 journey to or from the Heathrow LU stations will now be charged the Standard rate PAYG fare (£5.50) at all times, rather than the Reduced PAYG rate of £3.50 at off peak times.

There will be no change to other fares for customers travelling to/from stations where the journey does not include Zone 1. So journeys starting or ending at Hammersmith or Earl's Court will continue to be charged the Zone 2-6 fare at the Reduced PAYG rate of £1.90 (when this applies).

This change is one of a number of 'Revenue Generation' initiatives which are being implemented by TfL as part of the interim funding agreement between the Department for Transport (DfT) and TfL.

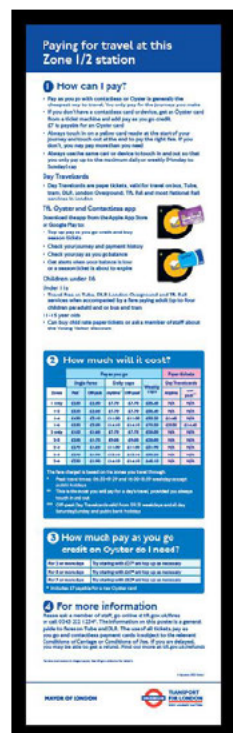
Although fares for journeys via the Piccadilly line will be increasing, they will still represent a considerably cheaper option than comparable fares for customers using either the Elizabeth line or Heathrow Express services.

Journey	Mode	Standard PAYG (Peak)	Reduced PAYG (Off-Peak)
Zone 1 to Heathrow via	PICCADILLY LINE	£5.50	£5.50
	ELIZABETH LINE	£12.80	£12.80
	HEATHROW EXPRESS	£25.00	£25.00

Please note that any PAYG journeys made on Heathrow Express services will not be included in Daily or Weekly capping calculations.

FARES POSTERS

One of the consequences of this Fares Revision, is that we will need to reprint all of the Fares Posters that are displayed in our ticket halls to show the new £7 Oyster card fee. Fares Posters are normally only reprinted at the main fare revision at the beginning of the year, but this particular change requires a complete reprint to take place less than 6 months after the last editions were delivered in March.



Z1/2 (NARROW)
FARES POSTER

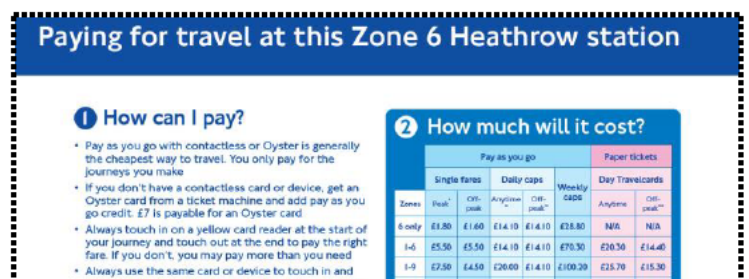
The new posters are currently being produced by Cubic and are scheduled to be delivered to stations in the run up to the Fares Revision. Two versions will be produced a slim 2 column version and a wider 3 column version which fits a standard poster frame. Stations will be supplied the appropriate posters based on previous quantities, although we have taken the opportunity to reduce quantities at a small number of sites where we are aware of changes having taken place.

It is essential that when they are delivered, the delivery is noted in the Station Logbook and then kept safely until the night of the fares change. In previous fares revisions we have had instances of posters being lost or discarded in error. In such cases, replacements are chargeable to the area concerned and as they are bespoke posters, reprints are expensive.

As a result of the Heathrow fare changes outlined above, a new version of the Fares Poster will be produced for these stations, showing the revised PAYG charges for Zone 1-6 journeys, rather than these stations receiving the standard Zone 6 poster they have previously received.



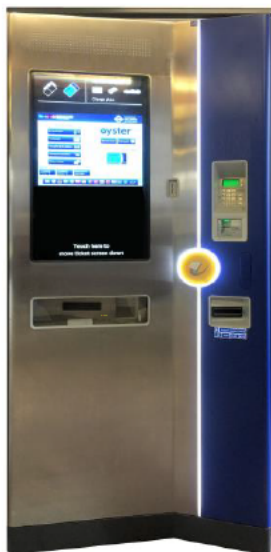
Z3/4 (WIDE)
FARES POSTER



HEATHROW FARES POSTER

SEPTEMBER FARES REVISION

TOTTENHAM HALE TVMs



One other fares revision change which is restricted to devices at a single station, affects the TVMs located at Tottenham Hale.

From Sunday 04 September, the range of NR tickets and destinations available on our TVMs at the station will be reduced to prevent the machines selling tickets to Greater Anglia destinations on the line through Tottenham Hale.

The change will hopefully greatly simplify the range of non-standard tickets and fares data required for future fares revisions, since these products can be more easily purchased by customers from the nearby NR ticket office and from the NR owned TVMs at the station.

These devices have a wider range of fares and ticket types than the limitations of the LU ticketing system can offer.

Since our TVMs at the station only accept bankcard payments, the volume of NR sales was also limited, as cash paying customers have had to use the NR devices in any case.



CANARY WHARF 666

666 is a number that has a bit of a reputation! but it was also the National Location Code (NLC) used for the old Mezzanine gateline at Canary Wharf station.



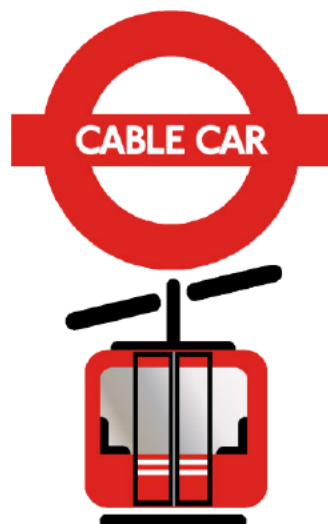
Now that the gatelines at the station have been reconfigured to allow customers to walk through from the east end of the station to the west end, without passing through two sets of gates, this NLC is no longer required.

All gates have now been migrated onto the main Canary Wharf NLC and the station computer in the Canary Wharf (West) ticket hall.



From the fares revision on 04 September the previous 0666 NLC will be removed from the ticketing system. It may surface again for a new location sometime in the future perhaps?

CABLE CAR – End of the Airline!



Following the expiry of the sponsorship deal, the Emirates Airline service between the Greenwich Peninsula and the Royal Docks is to be re-branded as the London Cable Car.

As a result, from the fares revision, all references to the Emirates Airline will be removed from the ticketing system and the two ends of the service will be renamed.

The rebranding and the change of name to the stations at either end of the service will be reflected in the new version of T&R Book Appendix 2 when this is updated shortly.



SEPTEMBER FARES REVISION

60 + OYSTER PHOTOCARD SCHEME

One of the other 'TfL Revenue Generation Initiatives', which form part of the funding agreements between TfL and the Department for Transport (DfT) and is due to be implemented as part of the September Fares Revision changes, affects the 60+ Oyster Photocard scheme.

During the Covid Pandemic, when there were restrictions on travel and a need to ensure that those that needed to use our services could do so within the reduced capacity available, the terms of the 60+ scheme were temporarily changed to reduce availability of the cards on TfL services to after 09.00 hours Monday to Friday. From 04 September, this arrangement will become permanent.

Although it is a change to the 60+ conditions, it doesn't actually represent any change to the arrangements currently in place. Just confirmation that we won't be going back to allowing 60+ holders to start a journey before 09.00 hours on weekdays.

It will mean that holders will have to pay for any journeys that they need to travel before 09.00, contributing to closing some of the shortfall in revenue we have suffered since the pandemic.



Holders are entitled to free travel on...

- TfL Services and inter-available routes on NR from 0900 weekdays and anytime at weekends / Bank Holidays.
- the Elizabeth line (except between West Drayton and Reading).
- most National Rail services within the Zones from 0930 on weekdays and anytime at weekends / Bank Holidays.

A further change to the scheme is likely to be implemented later this year, with a change to the qualifying age for this discount. The scheme is currently open to London residents reaching the age of 60, but the age at which customers can apply is due to be gradually increased by 6 months per year, to reduce the length of time the scheme can be used before the holder qualifies for a Freedom Pass at State Retirement Age. It will mean that in two years' time the minimum age will be 61 rather than 60 years and in four years' time will have reached 62.

Please note that there is no change to current acceptance on NR services or to the acceptance of Freedom Passes.

FARES REVISION CIRCULAR AND STAFF FARES LISTS

STAFF FARES LISTS

As a result of changes that are being made by Train Operating Companies (TOCs) to a number of NR fares and through fares to NR destinations, a new set of Staff Fares Charts will be published for NR fares.

These will be available to download to iPads from our [T&R Platform pages](#) from Friday 02 September.

Please ensure that previous versions of the NR fares lists are deleted from your saved documents, to ensure that only the most up to date fares information is displayed.

There are no changes to LU fares, so the current Station of Origin fares lists (effective date March 2022) should be retained.

FARES REVISION CIRCULAR

Owing to the quick turnaround of the last two TRUs and the late sign-off of the upcoming Fares Revision, the newly combined Fares Revision Circular / T&R Book Appendix I is running slightly behind schedule.

The good news is that this is near completion and all stops are being pulled to ensure this follows Sunday 04 September as soon as possible.

This publication will include an overview of the main fares revision changes, the table of maximum journey times and a wide range of the most common fares affecting travel around London.



POM SCREEN MESSAGE

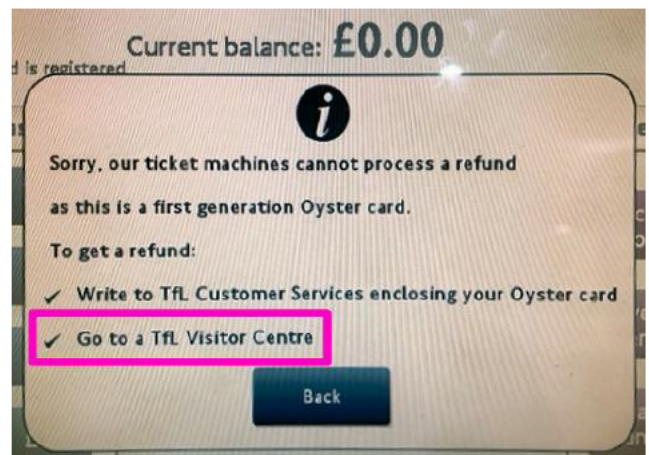
Colleagues in the Visitor Information Centres (VIC) have recently highlighted a number of customers who appear to have apparently been referred to VICs to have issues that could not be dealt with at LU stations resolved by VIC staff. A number of these were issues that VICs no longer deal with and as a result the customers have left dissatisfied with the issue still unresolved.

It has recently come to light that some of these customers may have gone to VICs not as a result of advice from LU colleagues, but from incorrect information displayed on POM screens.

The screen shown on the right is displayed when the MFM is not able to process an Oyster card refund, e.g. when the card concerned is an older Mifare format card, or where the balance exceeds the current refund limit.

The screens concerned do not appear to have been updated to reflect changes to the services that VICs can perform and we are pursuing an update of the text to avoid customers being wrongly sent to VICs.

In the meantime customers should be advised to contact the Customer Contact Centre.

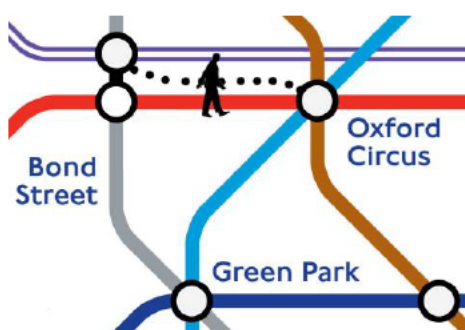


ELIZABETH LINE UPDATE

It has recently been announced that the next phase in the full opening of the Elizabeth line is scheduled to take place on **Sunday 06 November**, with the start of through services operating from east to west, rather than in three separate sections as now. From this date, services will operate every day between Reading / Heathrow to Abbey Wood or Shenfield for the first time

Service frequencies will also be increased on the central section of the line from the current 12 trains per hour to up to 22 trains per hour.

November should also see the long-awaited opening of the two new ticket halls at **Bond Street** and Elizabeth line services calling at the station for the first time.



The enlarged Bond Street will have two additional ticket halls – Bond Street (West) which will have 3 card only TVMs, 7 gates and 2 WAGs and Bond Street (Hanover Square) which will have 3 card only TVMs, 8 gates and 2 WAGs.

The new Hanover Square ticket hall will actually be located very close to Oxford Circus station and to allow Elizabeth line customers to interchange onto the Victoria and Bakerloo lines, an Out of Station Interchange (OSI) has been configured between Bond Street and Oxford Circus stations.

The interchange also applies to the existing 2 ticket halls at Bond Street, although the walking distance to Oxford Circus is considerably longer.

Part 2 – The 10p coin got its name in 1971 but has had a few incarnations as the 2-shilling coin. This coin was later withdrawn and replaced with a smaller version, but...

Q2) ...when was the resized 10 pence introduced?

- A** 30 SEPTEMBER 1992 **B** 30 SEPTEMBER 1994
C 30 SEPTEMBER 1996 **D** 30 SEPTEMBER 1998



	New	Old
Diameter	24.5mm	28.5mm
Thickness	2.05mm	1.85mm

Ticketing & Revenue
T&R
 Trivia

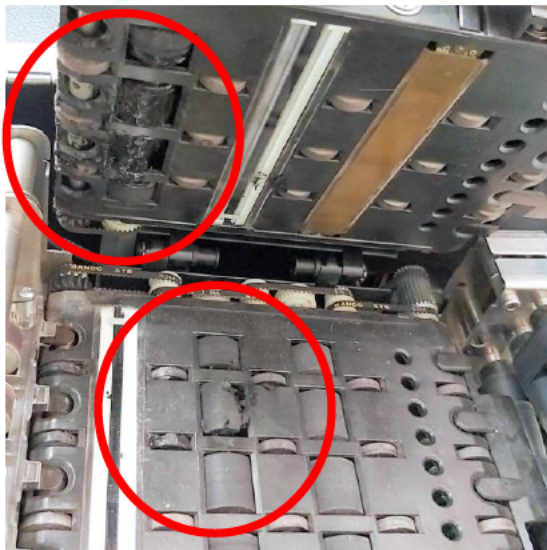
Answers on
Page 15

MORE CHD WOES ☹️

In a number of previous editions of TRU, we have reported on issues affecting a particular component within the Note Handling Units of our Cash Handling Devices (CHDs) and the steps that were being taken to address this problem. As is often the case, just as we thought that things were getting better and the shortage of spares had been overcome, we have recently again been hit with a fresh batch of problems.

Despite Pay Complete ordering a further consignment of the required spares in July, we reached the stage that the remaining stocks of these spares were exhausted before the next batch arrived. At that point, possibly due to a combination of the extremely hot weather in July and other factors, we saw a further run of failures which Pay Complete were unable to resolve due to the absence of the necessary parts.

PayComplete



Unfortunately, the order seems to have coincided with high demand from other users and the Italian manufacturers factory closing for their annual summer holiday, which has further delayed delivery of our parts. The 2-week holiday now appears to have been split across 4 weeks, with only a skeleton operation taking place whilst half the workforce were away.

There are currently now two consignments of spares on order, but the latest information appears to indicate that delivery to the UK is not expected before the second week of September.

To date we have approximately 12 devices which remain without the ability to accept or dispense notes until replacement parts arrive, and this number is expected to increase further based on recent failure rates.

The CHD will still be available for coin deposits and dispenses, the transfer of notes to the sack and for G4S to be able to collect any notes that are within the collection sack.

We will endeavour to keep the stations that are currently affected with this problem up to date via email with details of progress and the likely timescales for fitting when the parts do finally arrive in London.

Hopefully by the time our October edition of TRU is published, both consignments of spares will have arrived and all of the devices that are currently awaiting parts will have been returned to full working order.

COLLECTION ISSUES

Around this time last year, we had some very major issues with the reliability of cash collections provided by G4S and in particular at stations served by the G4S Nine Elms branch which covers most of central London and a large chunk of north and west London stations, due to some acute staff shortages post pandemic.

Fortunately, the situation has improved greatly and although we are still seeing a number of missed collections, with close monitoring and weekly follow ups with our G4S Account Manager, we are generally managing to ensure that stations that suffer repeat missed collections are picked up as priority sites the next time a collection is due.

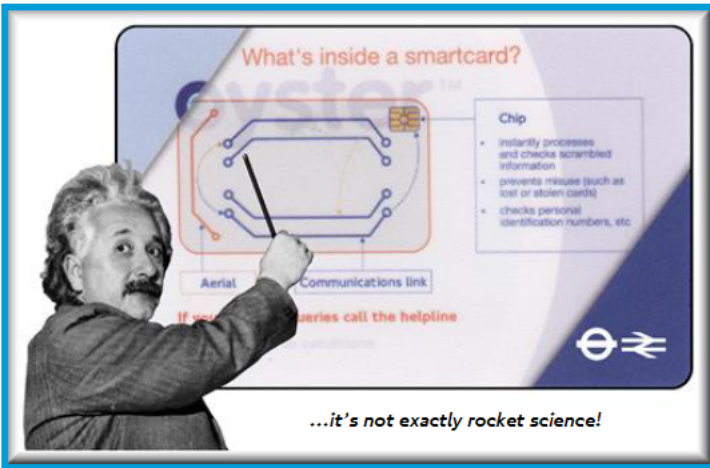
As the situation with Nine Elms has improved, we have unfortunately seen a deterioration in the reliability of collections made by the G4S Harlow branch which serves most of the rest of the network, including stations in the east of London and the northern most sections of the Metropolitan and other lines. This is due to staff shortages and high sickness levels affecting that particular depot.

This has unfortunately impacted on the current trial of 4 weekly and dynamic collections at the north end of the Metropolitan and east end of the Central line, with some requested collections not taking place and a number of unscheduled visits occurring, possibly due to incorrect interpretation of our schedules. Hopefully this situation will improve shortly.



OYSTER EXPLAINED

For this month's Oyster Explained feature, we turn our attention away from what actually happens at a station when a customer travels, to take a quick look at how customers can resolve some issues via their online account. We focus our attention particularly on one topical issue.



RESOVING INCOMPLETE JOURNEYS

In the last year since the reinstatement of the facility for staff to resolve certain incomplete journeys on the POM, there has been particular attention on both the volume of such transactions and the amount of money being credited back to customers cards.

Money that has been wrongly returned to customers cards for incomplete journeys that should not have been resolved, potentially contributes to lost revenue and there is also a risk that a customer may have already received an automatic PAYG adjustment or subsequently receive more than one rebate for the same journey.

To clarify once more, Incomplete PAYG journeys should only be resolved at the appropriate fare for the journey the customer made, if the incomplete journey:

- Occurred within the last 48 hours
...and was either
- Due to a known incident (e.g. power failure or validation equipment issue)
...or
- Due to a customer error at the station concerned (e.g. mistakenly used Oyster when in possession of another ticket)

If the incomplete journey doesn't meet these criteria, then the journey should be closed off on the POM, leaving the maximum fare in place. This will remove the incomplete journey from the actual card, but it will still remain within the history of the card's usage.

The customer concerned can be advised that they can request a PAYG adjustment via their Oyster online account or if they do not have one, by contacting the Customer Contact Centre.

We have been asked how customers can resolve their own journeys online, so with the help of colleagues in Customer Services, we thought it would be useful to show what the customer can do.

When the customer signs into their online account and selects the relevant Oyster card number, if they may be eligible for a self-serve refund, they will see the following message displayed

Incomplete journeys

You have 1 Incomplete Journey(s) eligible for refund.



The customer will only be able to select incomplete journeys which have occurred within the last 8 weeks and they are restricted to a maximum of 3 applications per month.

If the arrow is elected, the next page will display further information about recent incomplete journeys.



RESOLVING INCOMPLETE JOURNEYS ...continued

The customer can then select which incomplete journey that they want to try to resolve.

This will then open up a more detailed screen as in the example below, which asks them to enter details of where the incomplete journey actually started or finished and the reason why they could not touch-in or touch-out.



July

24 Jul 2022 you touched in at Hayes & Harlington, but did not touch out. Supply the missing details to apply for a refund. >

6 Jul 2022 you touched out at London Bridge (London Underground), but did not touch in. Supply the missing details to apply for a refund. >

June

1 Jun 2022 you touched in at Harrow on the Hill, but did not touch out. Supply the missing details to apply for a refund. >

Once the customer has completed the required fields and pressed the submit button their request will automatically be processed.

A PAYG adjustment representing the difference between the maximum fare that they were charged and the appropriate fare for the journey they actually made (and taking account of capping and Out of Station Interchanges etc) will be processed via the Faster Universal Load (FUL) system.



This should then be available for the customer to collect within about 30 minutes, the next time that they travel.

It will then be added back to their PAYG balance when they touch-in on a reader (RTD) on a gate, Passenger Validator or Bus reader.

Please make sure the information you have supplied is correct and complete before you submit it. We will send details of the outcome of your application to your registered email address within 24 hours.

All fields marked with an asterisk (*) are mandatory.

Journey details

If you believe these details to be incorrect in any way, please contact TfL Customer Services on 0343 222 1234 (8am - 8pm daily) to discuss the matter.

Journey Date

24 July 2022

Station Entry

Hayes & Harlington at 12:11

Station Exit *

Please select

Why could you not touch in or out? *

Please select

Collecting your refund

If your application is successful, it will be ready to collect in about 30 minutes, until **29/07/2022 on Oyster card number 060650576746**. You can collect your refund by touching your card on a yellow card reader when you make a journey (usual fares and ticketing rates apply). Readers are located on ticket gates, platforms, at station entrances and exits, and on buses.

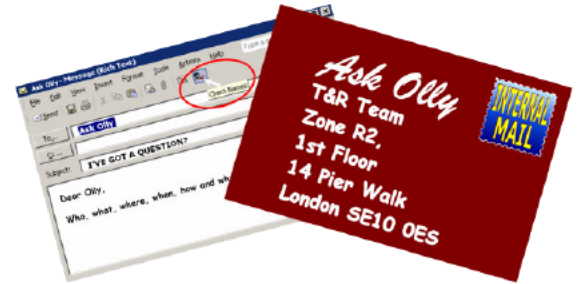
Cancel

Submit



Got a ticketing and revenue related question, problem or simply noticed something you think your colleagues should know about?

Why not test the knowledge of Olly - our resident ticketing guru.



From: [REDACTED]
Sent: 24 August 2022 08:26
To: Ask Olly
Subject: G4S collections

Good morning,

Please can you advise us, as to whether we should still allow a custodian to collect from the station if he/she comes outside the designated window?

Also, if a Mi-Apps Missed Collection Notification has been completed and they turn up afterwards, should we allow a collection? And how do we cancel/amend the Missed Collection Notification?

Kind regards
[REDACTED]
[REDACTED]
[REDACTED]

Hi [REDACTED]

There will be times that G4S arrive outside of the contracted collection window, but where possible the collection should go ahead, as otherwise we will have to arrange a further visit, which can be difficult.

If they are outside of the collection window you can record this on Mi-apps. It is better to have the money collected than not.

Similarly, if having submitted a Missed Collection Notification, the custodian then arrives, just submit a further Mi-apps notification to confirm what has actually been collected and the time the collection took place.

This will then be matched up with the original notification.

Regards

Olly Oyster

Hi [REDACTED]

Thank you for your email and for flagging up this issue.

This is not something we have been made aware of recently, but it does seem very similar to a scenario that we had at North Greenwich a number of years ago, which we believed had been caused by an unfinished journey on the cable car.

Subsequent tests by Cubic failed to replicate the issue seen by colleagues at the station and the problem then appeared to have resolved itself.

We can see if we can get the scenario you describe retested.

In the meantime, if you or your colleagues come across an incident like this again, can you please note the Oyster card number or take a photo of the card, as this will enable us to identify the card and exactly what transactions it has completed.

Regards

Olly Oyster

From: [REDACTED]
Sent: 13 July 2022 10:51
To: Ask Olly
Subject: River boat

Hello Olly

If a customer doesn't touch out on the river boat and then touches in the LU gate line the gate goes into melt down and closes.

Topping up the card doesn't correct the problem. We cannot resolve the journey.

What can we do?

Are you aware of this?

Regards
[REDACTED]
[REDACTED]
[REDACTED]



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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: 29 July 2022 06:01
 To: Ask Olly
 Subject: Elizabeth Line Fares

Hi Olly,

Just wanted to query if there were any plans to add the Elizabeth Line fares (Zone 1 – Heathrow) to the station fares posters?

Regards,

[REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]

Hi [REDACTED]

Thanks for your email and query. Good question and fairly topical at the moment.

The fares information on the poster is now fairly generic and we have moved towards not listing individual fares to reduce the number of different posters and the complexity around this.

For Heathrow journeys we would potentially need to include the fares for travel via the Elizabeth line, Piccadilly line and Heathrow Express to give a customer the full range of options and some of these fares vary by time of day as well.

We are currently arranging a reprint of the fares poster for the forthcoming September Fares Revision and although there will be some changes to fares to / from Heathrow simplicity these have been excluded.

Single and other fares information is provided on the POM screens if a customer selects their required destination and fares can also be checked online via the TfL Single fare finder.

Regards

Olly Oyster

Hi [REDACTED]

Thank you for your email and query.

Currently, if a customer pays the £5 card fee, then after 12 months they will qualify for a £5 PAYG top-up to their card, as you state in your email.

This policy is changing shortly, as part of some changes which are due to be implemented as part of the forthcoming September Fares Revision.

We have included some further detail on this change on **Page 2** of this edition of T&R Update. Customers paying the new £7 card fee will no longer receive the top-up even if they are still using the card 12 months later.

However, anyone that has already obtained a card and paid the £5 card fee before the change on 04 September, will still be entitled to receive that £5 top-up, even after the policy changes.

Regards

Olly Oyster

From: [REDACTED]
 Sent: 12 August 2022 19:21
 To: Ask Olly
 Subject: Oyster card refunds cont...

Hello Olly,

In the latest T&R update (no 139), you reply to a question regarding why Oyster cards are cancelled when the credit is refunded.

Can I just confirm that all customers – including tourists who return – will get their £5 fee refunded in the form of credit after 12 months?

I've advised customers to come back and see us after 12 months, and the next time they use their Oyster card the fee will go back on to the card in the form of credit.

Many thanks,

[REDACTED]
 [REDACTED]
 [REDACTED]

From: [REDACTED]
 Sent: 23 June 2022 19:19
 To: Ask Olly
 Subject: Elizabeth Line Fares

Hi Olly,

I've just noticed the TfL single fare finder shows Paddington (Elizabeth line selected) to Heathrow is "normal" Oyster fare instead of the actual £10 / £11 odd fare.

Needs updating.

Regards,

[REDACTED]
 [REDACTED]
 [REDACTED]

Hi [REDACTED]

Thanks for your email and for reporting this.

We will highlight this discrepancy to the team that update the Single Fare Finder and hopefully the error will be corrected if it hasn't already been done.

There are changes to the fares to / from Heathrow proposed as part of the forthcoming September Fares Revision, so we will also ensure that the correct information is displayed to customers then.

Regards

Olly Oyster

REVENUE PROJECTS

MFM NOTE HANDLER UPGRADES

We are now approaching the end of the programme to replace the last of the previous design of Note Handling Unit (NHU) with the new version of NHU provided by Pay Complete (formerly Suzohapp).

Unfortunately, in the last few weeks, we have encountered a number of failed upgrades, largely due to staff shortages on a number of areas, which have led to some unscheduled station closures and the non-availability of TSID card holders to empty the MFM of cash before the Cubic installation team can complete the upgrade.



We have also encountered several installation errors which resulted in the wrong type of NHU being installed at around six stations. A number of MFMs that should have received the basic Bank Note Acceptor (BNA) unit, instead were fitted with Note Recycler (BNR) modules. This in turn meant that some sites which were due to receive BNRs were only fitted with a BNA unit.

Fortunately, these errors were identified fairly quickly and it was a much simpler process to remove the recycler modules, than performing the original upgrade which includes the fitting of a new back bone to each MFM that had an old BNA unit. As a result, this follow-up visit could be completed during traffic hours without the need to dump and empty the MFM of cash, meaning a lot less disruption to customers and staff at the stations concerned.

As we get towards the final couple of weeks of the programme, we found that Cubic had insufficient BNR modules in stock to be able to equip all of the increased number of MFMs that we had designated to receive BNRs. As a result, around seven MFMs will initially be upgraded with basic BNA kits rather than BNRs. However, these devices will subsequently be upgraded to have BNRs at a later date, once Cubic receive delivery of the next batch of BNR modules.

We expect to complete the final MFM upgrades at stations on the northern part of the Jubilee line on the night Tuesday 06 September, after which all MFMs in service should have the new style NHUs. If any stations still have old style note vaults knocking around, please let us know, so that we can arrange for Cubic to collect them for disposal.

MFM SOFTWARE UPGRADE

Further to our report in [TRUI39](#), following a short Vanguard on a number of MFMs at 6 stations, Cubic were given approval to deploy a new version of MFM software to all other MFMs across the network.

A short rollout commenced on the night of **Monday 22 August**, with the final devices being receiving the new software during the night of **Monday 29 August**. The programme was accelerated to ensure that this was completed before the scheduled download of new fares tables ready for the fares revision on Sunday 04 September.

This latest software release is to resolve an issue that had prevented devices from correctly checking the status of an Oyster card before allowing a refund to be made.

When an Oyster card is presented for a refund, the device should perform several checks on the card and communicate with a TfL back-office system which verifies whether a refund should be made based on various criteria.

A recent Microsoft update changed the security certification, but the previous certificate details were embedded in the MFM software, so devices were using an out-of-date certificate and were therefore denied access to complete these checks.

This potentially would mean that cards that should have been blocked could be refunded at an MFM. The new software contains the update security certificate details, but there should be no visible difference in the operation of the MFM to customers or staff.

A similar upgrade will be required for TVMs, but deployment of this has been deferred until after the fares revision.



PNEUMATIC GATE LCP SOFTWARE UPGRADE

In [TRU139](#), we reported on the Vanguard of new LCP software at 6 stations with pneumatic gates.

The Vanguard proved that the latest version of software had finally overcome the long running issue affecting the Passenger Orientated Display (POD) on single direction entry gates.

It also included a separate fix for another issue which had resulted in errors being reported on certain gates after an Emergency Open activation or test.

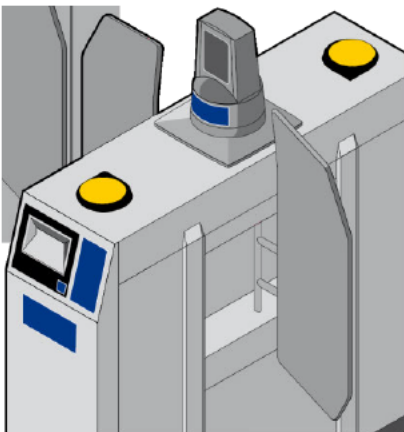
As a result authorisation was given for Cubic to deploy the new version of LCP software to all other stations with pneumatic gates.

This was undertaken remotely with the new software being downloaded to stations during Saturday 20 August, ready to take effect from start of traffic on Sunday 21 August.

This hopefully concludes the last element of the Gate POD upgrade programme, which we initially started with Vanguards of the new style PODs at Balham and Marble Arch in September and October 2019.



PNEUMATIC GATE BLU UPGRADE



The other programme involving the upgrade of our older pneumatic gates continues.

After a slow start, the Cubic installation teams have picked up speed and have enabled us to accelerate the rollout programme over the last couple of weeks.

We are now expecting that all of our pneumatic gates will have been fitted with the modified light beam arrangement during the autumn, a bit earlier than we had originally planned.

Completion of the programme is aimed at significantly improving the reliability of the gates and thereby reduce the number of faults and failures relating to the operation of the Beam Logic Unit (BLU).

What is a "Pound"?

1. It is the oldest surviving independent currency.
2. The name of the British pound comes from the Latin word "libra", which refers to weight and balance and the letter "L" is the origin of the ornate £ symbol.
3. The first modern pound coin appeared in April 1983, but our history records tell us that they were first minted under the reign of Henry VII in 1489 and initially called a sovereign.
4. The word Pound refers to a pound weight of silver and the word Sterling refers to the purity of that silver.
5. Prior to decimalisation the Pound was divided into 20 shillings and 240 pennies, following the ancient Roman system of libra, solidus and denarius, the latter being shown on pre-decimal coins as the letter "d" instead of "p".



Part 3 – The now tiny and easily lost 5p coin is now made of steel, unlike its bigger Cupro-nickel predecessor first minted in 1968 to replace the shilling. What we want to know is...

Q3) ...when was the current 5 pence introduced?

- | | | | |
|----------|--------------|----------|--------------|
| A | 27 June 1988 | B | 27 June 1990 |
| C | 27 June 1992 | D | 27 June 1994 |



	New	Old
Diameter	18.0mm	23.6mm
Thickness	1.89mm	1.70mm

Ticketing & Revenue
T&R
Trivia

Answers on
Page 15

REVENUE PROJECTS

PIN ENTRY DEVICE REPLACEMENT

Back in [TRUI35](#) in February, we outlined the need to look for a new version of Chip & PIN unit or PIN Entry Device (PED) for our POMs.

The current equipment we are using is no longer manufactured and although Cubic have secured sufficient spares to maintain the current batch of devices, the manufacturers will no longer provide further support for this unit after the end of 2023.

As a result, we would not be able to repair any units which fail and currently have issues that require them to be returned to the manufacturers for repair. The current equipment also no longer meets the current requirements for new card processing equipment.

As a result, the search is on for a replacement device and Cubic have been reviewing potential replacement units that are available.



Current standards dictate that any new unit is likely to come with contactless payment facilities, but this in itself presents some additional issues for us, since contactless payment can be used directly for travel, most contactless card holders would not need to use a POM.

However, we are aware from feedback from station colleagues that there are some customers, such as those buying through tickets to NR destinations or purchasing tickets for others, who would benefit from the facility to use contactless payment on a device rather than having to insert a physical card and enter their PIN.

The challenge here will be how to communicate clearly that customers don't need to buy a ticket or Oyster card if can use contactless payment for their journey.

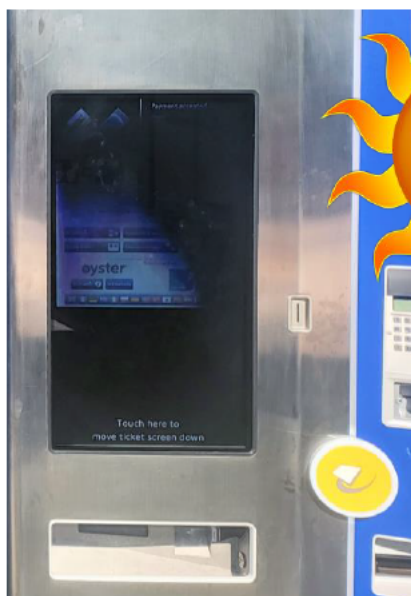


TVM MELTDOWN

We all suffered from the intense heat during the hot spells in mid-July and at the start of August, with temperatures reaching an unprecedented 40 degrees on 19 July.

The hot weather also saw some unusual issues reported, with the TVMs at the relatively new Nine Elms station suffering particularly.

The design of the year-old station resulted in bright sunlight shining directly onto the front of the TVMs causing the displays to distort and blacken, as shown in the image below.



This also resulted in the surface of the touchscreens becoming too hot for customers to use.

This hadn't been an issue we had encountered before at any of the LU stations that have been fitted with TVMs, but we have since learned that similar issues have been found on other TVMs at London Overground / Elizabeth line stations, where the devices have been installed either outside or in exposed locations.

At these sites Cubic have deployed an 'outdoor kit' to devices to help reduce screen temperatures in extreme conditions.

We are currently following up the installation of this modification on the TVMs at Nine Elms station, but as these kits are not currently held in stock, installation is unlikely to happen until after the current heatwave and drought have finished. The good news is that at least we will then be prepared for the next bout of hot weather when it comes!!

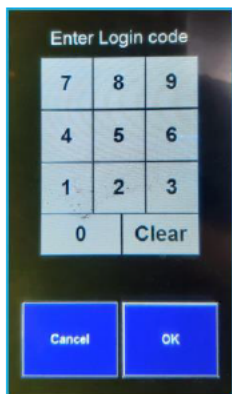


STATION CONTROL UNIT ISSUES

Further to our previous TRU articles on the SCU, we are still currently awaiting the resolution of an on-going issue which prevents remote access to SCUs by the Cubic support team.

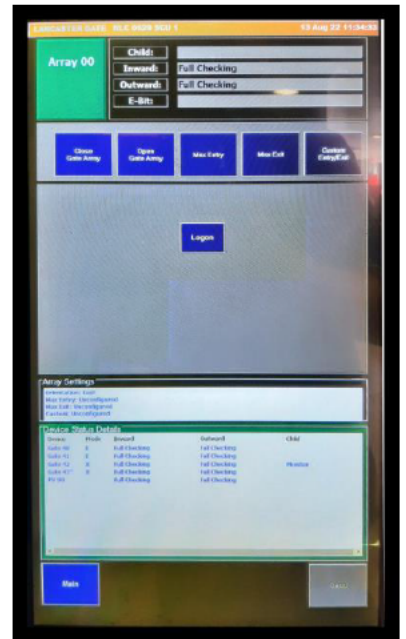
In normal circumstances this doesn't cause us too many issues, but it can be a major problem when it comes to attempting a remote upgrade of SCU software or when we need to access a device to remotely check a screen layout or to correct something that has gone wrong.

We have had a steady trickle of SCU screen issues reported to us, where the layout of buttons or the operation of the SCU hasn't been quite as it should be, but we suspect that there are more cases out there where what is displayed on screen, isn't quite as it should be.



At the moment we are totally reliant on colleagues on stations spotting these issues and highlighting them to us. When doing so, please include a photograph of the display, as this will be helpful in cases where Cubic aren't able to see the display remotely.

One recent SCU issue that was highlighted to us affected the Ticket Hall SCU at Lancaster Gate station, where the SCU was displaying a log-in message when staff were attempting to change gateline settings there. The issue was subsequently resolved by Cubic but appears to have been related to the incorrect selection of the Tech Utilities" button which may have been as a result of a misalignment of the screen.



One facility that it did highlight, was that if Tech Utilities is selected there is an option at the bottom of the screen called "Clean Screen".

This doesn't perform a magical screen wash but locks the SCU for 45 seconds to allow you to do just that. If the screen has become excessively dirty or dusty due to work on the station, it can be cleaned using a damp (not wet) cloth with water and a mild detergent if required.

We have also been advised, that when delivered the SCU came with a protective sheet over the screen, which may often have been left in place.

If there are any screen issues, it might be worth checking its condition and if necessary, removing the protective film. The SCU was designed to work without this, but it also happens to work with it left in place.



ANSWERS TO T&R TRIVIA

How did you do?

Pt.1 B 01 SEPTEMBER 1997

Pt.2 A 30 SEPTEMBER 1992

Pt.3 B 27 June 1990

What is "Legal tender"?

In the UK, the term legal tender has a very specific meaning... and it isn't what most people think.

This term relates only to the repayment of a **debt to a creditor** and not to everyday shopping or other transactions.

It does not mean that a shopkeeper must accept a particular type of currency in payment or a minimum / maximum of one type.

A shopkeeper is under no obligation to accept any specific type of payment and conversely also has the discretion to accept any payment type they wish.

So be careful, if you ever want to pay for a pack of gum with a £50 note, it is perfectly legal for a shopkeeper to turn you down.



...AND FINALLY!

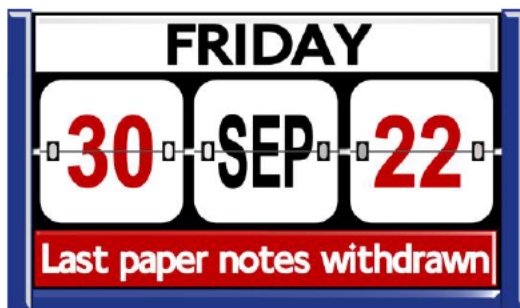
END OF THE ROAD FOR PAPER MONEY

As we have previously reported, the Bank of England have confirmed that the paper versions of both the £20 and £50 notes will no longer be legal tender after Friday 30 September.

The phasing out of these two notes has taken considerably longer than was originally planned, largely due to the impact of the COVID 19 Pandemic and the resulting slow down in the use and circulation of cash.

Completion of the MFM NHU upgrade programme, as outlined on Page 12, will allow Cubic to update all MFMs with a new bill set which will then result in the paper version of the £20 note being rejected by our MFMs.

A similar update will be required for TVMs that accept cash payments, to again prevent these devices taking the old notes. Both will be deployed after 30 September, but details have not yet been finalised.



Although the paper £20 and £50 notes will no longer be legal tender, we will still be able to bank them and our Cash Handling Devices (CHDs) will continue to accept both paper and polymer versions until these devices are updated at the end of the year.

So, if you have a stash of £20 or £50 notes under your bed, it may now be the time to check them and get them to the bank!

Bank branches will continue to accept and exchange the old notes for a period after 30 September so no need for panic!

ITSO PRODUCTS

In this edition we had hoped to provide a more detailed update on ITSO products that are currently available. Unfortunately, time and space hasn't allowed us to do this, and we will therefore try to include this planned feature in the next edition of TRU.

As the number of Train Operating Companies (TOCs) issuing season tickets and other products on ITSO format smartcards increases, we are gradually seeing more usage on the LU network.

This in turn has caused a number of issues to be highlighted to the T&R team, most recently from staff at Canada Water. As that station is served directly by London Overground services, a wider range of ITSO products are valid for travel there than at standard LU stations and the gates there should therefore allow customers to enter and exit on a valid ITSO product and also to pick up products that they have pre-ordered.

In the meantime, a couple of key points to remember:

1. Gate readers have the capability to read ITSO cards
2. POMs can show product and journey details of the card when is presented to the RTD
3. If an ITSO card is rejected by a gate, always check the reject code to determine the reason why.



LOOKING AHEAD TO TRU141

Our next edition of TRU is scheduled to be published in October and will include:

- A review of September Fares Revision
- Details of the forthcoming TSID card reissue
- Update on new and current T&R projects
- More of your Ask Olly queries are answered
- All our other T&R news

Plus a selection of our other regular features.

