

Your guide to ticketing changes

What you can do at a ticket machine

Soon, it's going to be easier for our customers to manage their journeys on our network.

There will be upgraded ticket machines, with visible and available staff on hand, with technology, just where our customers need us. And, of course, TfL customer services and the TfL website will be there to help, too.

Use this quick reference guide so you know just the right advice and help to offer our customers.

The guide contains:

- A snapshot of what the upgraded ticket machines can do (upgrades to be completed early 2015)
- A quick guide to dealing with customer queries
- Useful contact details
- Where to find more information

This guide doesn't contain everything!

You'll receive training as part of the customer service training taking place throughout 2015, and there is further guidance in the Ticketing and Revenue manual.

	Function	AFM	MFM	QBM
Machine	Intelligent cash handling unit (better coin dispenser)	X	✓	X
	Bank note recyclers at all Gateway stations and selected destination stations (ticket machines dispense notes as change, reducing need for float)	X	✓	X
	Easier navigation/guide to best ticket to buy	✓	✓	✓
Customer self service	Oyster dispenser (up to five)	✓	✓	X
	Buy monthly season tickets on Oyster without registration	✓	✓	✓
	Buy journey extensions on Oyster	✓	✓	✓
	Self serve low value PAYG refund (up to £10 credit plus £5 deposit)	X	✓	X
Staff with login	Replace failed Oyster	✓	✓	X
	Cancel lost/found Oyster	✓	✓	X
	Charge customers for unpaid journeys	✓	✓	X
	Resolve last journey	✓	✓	X
	Add discount entitlement to unregistered Oyster	✓	✓	X
	Basic Oyster registration only when settling a discount entitlement (still needs protecting online)	✓	✓	X
	Void a same station exit	✓	✓	X
	Void the last PAYG event	✓	✓	X
Add privilege discount to Oyster (from May 2015)	✓	✓	X	

AFM: Advanced Fare Machine
MFM: Multi-fare Machine
QBM: Queue Busting Machine

Buying tickets

A quick guide to dealing with customer queries

	What customers do in the future	What customers do now
Find best value way to pay	Staff with handheld device	Ticket office
	Ticket machine	TfL website
	TfL website	
	Fares poster in ticket hall	Fares poster in ticket hall
Buy multiple Oyster cards in one transaction (via an AFM or MFM)	Ticket machine (up to five Oyster cards)	Ticket office
	Visitor Information Centre (six or more)	Ticket machine (multiple transactions)
Buy a paper ticket (single journey/day Travelcard)	Ticket machine self service	Ticket office
		Ticket machine self service
Buy weekly or monthly Travelcard on Oyster (without registration)	Ticket machine self service	Ticket office
	TfL website	TfL website
Buy journey extension	Ticket machine self service	Ticket office
Buy Network Rail paper season tickets	NR ticket office	NR ticket office
		NR ticket office
	NR online	NR online
Pay with company cheque	Jan 2015 onwards – TfL no longer accept cheques, refer customers to TfL website	Ticket office

	What to do in the future	What you do now
Oyster season ticket refund and card surrender including PAYG and deposit	TfL website	Ticket office
	TfL customer services	TfL customer services
Oyster card surrender with low value refunds (under £15 total value, £10 PAYG and £5 deposit)	Ticket machine self serve (£10 PAYG and £5 deposit)	Ticket office
	TfL website	
	TfL customer services	
High value refunds (over £15)	TfL website	Ticket office
	TfL customer services	TfL customer services
Goodwill payment	Late 2015 – Supervisor at ticket machine (with CSID)	TfL customer services
	TfL website	
	TfL customer services	Ticket office
Customer charter refunds	TfL website	Ticket office (voucher redemption)
	TfL customer services	
Paper ticket refund	TSID holder (using TOMSAF)	Ticket office

Refunds

Oyster card transactions

	What to do in the future	What you do now
Oyster card registration/protection	TfL website	Ticket office (registration)
	TfL customer services	TfL website (protection)
	Ticket machine (basic registration) only when settling a discount entitlement	TfL customer services (protection)
Setting and renewing Oyster discount entitlements	Ticket machine (with CSID)	Ticket office Ticket machine (with CSID)
Cancel lost/found Oyster	Ticket machine (with CSID)	Ticket office
Out of boundary ticket extension (zone 1 stations only with zone 1 Travelcards)	Ticket machine	Ticket office
Replace failed Oyster – Bus and Tram passes	TSID holder (using TOMSAF)	Ticket office
	TfL customer services	TfL customer services
Replace failed Oyster excluding Bus and Tram passes	Ticket machine (with CSID)	Ticket office
	TfL website	
	TfL customer services	TfL customer services



Special ticket types and payment methods

	What to do in the future	What you do now
Issuing privilege discounts on magnetic tickets	Privilege discounts become Oyster only	Ticket office
Warrants	NR ticket office	Ticket office
		NR ticket office
Scottish and Northern Irish currency	Visitor Information Centre	Ticket office
		TICs
£50 notes	Visitor Information Centre	Ticket office

Visitor Information Centres will be available at Gateway stations.

Journey alterations

	What to do in the future	What you do now
Void same station exit	Ticket machine (with CSID)	Ticket machine (with CSID)
Void last PAYG event	Ticket machine (with CSID)	Ticket machine (with CSID)
Charge for unpaid journeys	Ticket machine (with CSID)	Ticket office
PAYG balance adjustments	Ticket machine (with CSID)	Ticket office
	TfL website	TfL website
	TfL customer services	TfL customer services Ticket machine (with CSID)



Journey continuation

	What to do in the future	What you do now
Inability to pay	Station supervisor	Station supervisor
Refund of lost ticket	TSID holder (using TOMSAF)	Ticket office
Return of lost money	TSID holder (using TOMSAF)	Ticket office



New features will be added to the ticket machines over time so keep an eye out for developments!

Top Tips

for beating the queues

- Encourage customers to use contactless payment – no need to top up!
- Use your CSID PIN to help customers do more at a ticket machine such as resolving incomplete journeys
- Encourage visitors to keep their Oyster for their next visit to London
- Direct customers to the TFL website to buy Oyster products
- Direct customers to top up their Oyster card via TfL website

CSID – Customer Service ID

TSID – Ticket Seller ID

TOMSAF – Ticket Office Machine

How to access staff facilities on the ticket machines

If you don't currently have a CSID PIN, which enables you to access staff facilities on a ticket machine, you can request one at any time and start familiarising yourself with how you can help customers at a ticket machine.

1. Speak to your manager
2. Take the eZone course - under the LU operational tab, select CSID POM Operated Assisted Services
3. Submit proof of completion to your DSM for sign off
4. Once approved, you should get your CSID PIN within seven days



Useful contact details

TfL customer services:

0343 222 1234

(open 08:00 – 20:00 every day)

TfL website:

tfl.gov.uk/fares-and-payments/

Oyster helpline for staff:

1265

More information

- Customer service training
- fitforthefuture.tfl.gov.uk
- LU intranet
- Ticketing and Revenue updates
- Ticketing and Revenue handbook