

TSS
INTERIM
AGENT
MANUAL

Effective from 11th November 2007

Working together	1
Oyster and tickets	2
Photocards	3
Procedures	4
Area maps and information leaflets	5
Point-of-Sale materials and promotional activity	6
Training	7
Agency changeovers	8
Retail Terminal Training Supplement (separate booklet)	9

Introduction

Welcome. This is your personal copy of the TranSys Sales Services (TSS) Manual. Inside, you will find everything you need to know about being a TSS Agent for Transport for London, including information on tickets, photocards, Point-of-Sale material, your TSS Representative's visit, your FSS Representative's visit, the bus, Tube, trams, Docklands Light Railway (DLR) and National Rail network. For Oyster Point of Sale, Leaflets and Maps, contact your FSS representative.

You will also find out how to get help and advice on anything from ordering stock to placement of posters. Plus, there are instructions on how to operate the Retail Terminal, issue tickets, understand the reports menu options, the general care and maintenance of the Retail Terminal, and on how Direct Debit works.

We have used a ring-binder folder to allow the manual to be updated whenever necessary. Keeping the manual up to date means you will always know exactly what is expected of you and how to give your customers the very best level of service.

Who to contact

TranSys Sales Service

For ticket orders, ticket returns and account queries or to leave a message for your TSS Representative:

Telephone - **020 7712 1100** (9am to 5pm Monday to Friday)

Fax - 020 7712 1151

Or write to:

TranSys Sales Service

Unit 1B Harbour Quay
Wood Wharf
Isle of Dogs
London E14 9QP

Transport for London/London Underground

For customer refunds

Oyster Ticketing & Refunds Office
London Underground
55 Broadway
London SW1H 0BD
020 7918 3030

Retail Terminal Helpdesk

For any problems or enquiries regarding the use of the Retail Terminal, or to report a Retail Terminal fault:

Telephone - 0845 634 0012 (8am to 6pm Monday to Friday)

Contents

Page Section

7 1 **Working together**

7 1.1 The Agreement

7 1.2 Code of Conduct

7 1.3 Your role

8 2 **Oyster and tickets**

8 2.1 Your shop

8 2.2 Oyster and other ticket media

8 2.3 Oyster fares - pay as you go

9 2.4 Other main types of ticket product (not available on Oyster)

9 2.5 Travelcards

9 2.5 Free Tube and DLR travel for under 11s

9 2.5 7 Day

10 2.5 Monthly

10 2.5 Day Off-Peak including kids for a quid

10 2.5 Day Peak

11 2.6 Bus Passes

11 2.6 Free bus travel for under 18s

11 2.6 Bus Saver

11 2.6 One Day Bus Passes

11 2.6 7 Day Bus Passes

12 2.6 Monthly Bus Passes

12 2.6 Annual Bus Passes

12 2.7 3 Day Travelcard

12 3 **Photocards**

12 3.1 Child, 5-10, 11-15, Under-14 and 14-15 Oyster photocards

13	3.2	16+ and 16-17 Oyster photocard
13	3.3	Student Oyster photocard
14	3.4	New Deal photocard
14	3.5	Bus and Tram Discount photocard
14	3.6	National Rail Railcard Discount Entitlement photocard
14	3.7	Lost Oyster photocard and photocard
15	4	Procedures
15	4.1	Issuing tickets (Oyster, pay as you go RT stock and manual tickets)
15	4.1a	Issuing a new Oyster card including registration
16	4.1b	Issuing a new Oyster card without registration
16	4.1c	Registering an existing Oyster card
17	4.1d	Issuing a ticket or pay as you go on the customer's existing Oyster card (including Oyster photocard)
17	4.1e	All other tickets (non-Oyster cards)
18	4.1f	Dating of Passes and Travelcards (manual)
19	4.2	Lost/stolen Bus Passes and Travelcards
19	4.2a	Lost/stolen Oyster cards
19	4.2b	Lost/stolen One Day Bus Passes, Travelcards and 3 Day Travelcards
19	4.2c	Lost/stolen 7 Day Bus Passes and Travelcards
19	4.2d	Lost/stolen monthly Travelcards and monthly and annual Bus Passes
19	4.3	Records of issued tickets
19	4.3a	Customer advice
19	4.3b	Conditions of Carriage
19	4.3c	Refunds and replacements
20	4.4	System disruptions
21	4.5	Tickets failing to work Tube station gates/Oyster card readers
21	4.6	Security requirements
22	4.7	Claims for credit on returns to TranSys Sales Service

23	4.8	Emergency stock orders
23	4.9	Emergency Ticket Pack (ETP) and Saver
23	4.10	Deliveries
24	4.11	The TSS Representative's visit
24	4.11a	Call frequency
24	4.11b	The visit
25	4.12	Payment
25	4.12a	For Retail Terminal stock
25	4.12b	For failures of Direct Debits
26	5	Area maps and information leaflets
	26	6
		Point-of-Sale materials and promotional activity
26	6.1	Why we need to promote
26	6.2	Point-of-Sale materials
26	6.3	Promotions
27	7	Training
27	7.1	New Agent training (manual stock)
27	7.2	New Agent training (Retail Terminal)
	27	8
		Agency changeovers
27	8.1	Selling your shop
28	8.2	Closing the Retail Terminal
28	8.3	Retiring
28	8.4	Closing down the business
29	8.5	Transfers

1 Working together

TranSys Sales Service will work closely with you, the TSS Agent, to ensure a bright and successful future for us all.

A lot of money has – and will continue to be – invested in the TSS Agent network. TranSys and Transport for London are totally committed to its continued success.

1.1 The Agreement

You have signed an Agreement that is designed to make sure that you provide the best possible service to the public.

The agreement sets out your legal duties and responsibilities as a TSS Agent.

Please do not forget that this is a legal document and you must do what it requires to remain a TSS Agent. To help your understanding of the Agreement, the following is an easy-to-read summary.

NOTE: TranSys reserves the right to withdraw the TSS Agency at the time of notification of a pending sale of the premises or for failure to comply with the Agreement fully or in part.

1.2 Code of Conduct

TranSys expects certain standards of behaviour from its TSS Agents. We have put together a Code of Conduct that you must observe. As with the Agreement, this Code of Conduct is designed to ensure that the public receives the best possible service and that the TSS Agent network runs smoothly.

As a TSS Agent you must:

1. Deal with the public in a polite and helpful manner.
2. Make every effort to prevent improper use of tickets.
3. Not withhold any money due, or prevent a Direct Debit transaction from being made from your account.
4. Not make inducements to your TSS Representative or offer hospitality for reasons of personal gain.

1.3 Your role

As a TSS Agent you have two roles to play:

1. Your official role
2. Your community role

As a TSS Agent, you are doing much more than just selling tickets. You are:

1. Providing a service to your local community and making it easier for people to get around London by simplifying their travel ticket purchases. You must ensure that you know which zone your shop is located in and which travel services you are selling tickets for.

2. Providing a place where customers can not only learn how to get the most out of the bus, Tube, tram, DLR and National Rail networks, but also pick up information on routes and zones.
3. Helping to ease the pressure at Tube stations and on buses by making tickets available to more people at more convenient times, including giving the public the opportunity to buy tickets and passes in advance of their date of travel.

2 Oyster and tickets

2.1 Your shop

The range of tickets that you are allocated to sell as a TSS Agent depends on your location and your proximity to the various kinds of transport.

Your TSS Representative has an extensive knowledge of the local area and transport network, and will work with the TranSys Sales Service Agent Support Office to determine which tickets are appropriate for your location.

2.2 Oyster and other ticket media

Tickets have previously been paper/card with either a magnetic stripe (such as a Day Travelcard) or without (such as a bus Saver ticket). In 2003 Transport for London and TranSys introduced Oyster. Oyster is a plastic Smartcard with a microchip inside it that holds the validity of the ticket. Customer & Agent material on future developments on Oyster will be distributed as appropriate.

The products that can and cannot be issued on Oyster are listed in the table below:

Product		
	Oyster	Magnetic/ card
Daily tickets and passes		√
3 Day Travelcards		√
Bus Savers		√
7 Day Bus Passes	√	
7 Day Travelcards	√	
Monthly Bus Passes	√	
Monthly Travelcards	√	
Annual Bus Pass	√	
Pay as you go	√	

Please see future correspondence from TranSys regarding changes to the above.

2.3 Oyster fares - pay as you go

Using Oyster fares to pay as you go is cheaper than using cash for single journeys on the Tube, DLR, bus or tram.

Customers can buy value which is added to their Oyster. As they travel, they touch their card on readers and an Oyster fare is deducted for the journey made.

If customers make several journeys on the same day, they will be charged an Oyster fare for each single trip they make. Once they reach a cap they will pay no more unless they travel beyond the zone(s) covered by their original cap.

As daily price caps are generally cheaper than the equivalent One Day Travelcard/Bus Pass, Oyster fares will always give good value.

With effect from 2nd January 2008 holders of Disabled Persons, HM Forces, Senior or Young Persons Railcard will be able to have a Discount Entitlement set on an Oyster card. Normal Oyster pay as you go fares will be charged but a discounted cap will apply. Please note that no discounts apply to Bus Pass or Travelcard seasons to the holders of these cards.

2.4 Other main types of ticket product (not available on Oyster)

Bus Saver books of 6 tickets (adult rate only) must be stocked by all TSS Agents. These must be sold in books of 6 only and not separately. You must order bus Saver as required by calling the TSS Agent Support Department, rather than waiting for your TSS Representative to visit.

All ticket stock is serial numbered.

2.5 Travelcards

Travelcards are available in a range of period validities and zonal combinations. They can be issued at adult, Student or child rate. Student rate Travelcards are only available to holders of Student Oyster photocard. Child rate Travelcards are available to holders of 16-17 Oyster photocards, 16+ Oyster photocards, New Deal photocards and Child, 5-10, 11-15, Under-14 or 14-15 Oyster photocards.

Free Tube and DLR travel for under 11s

Up to four children aged 5-10 inclusive accompanying an adult can travel free on Tube and DLR (not National Rail). Just make sure that the adult holds a valid ticket, Oyster card (holding a valid ticket or including cash to pay as they go) or freedom pass. Unaccompanied children with a valid 5-10 Oyster photocard can also travel free on Tube and DLR (not National Rail). Do not sell a ticket if it is not required.

7 Day Travelcards

- Are valid for travel in the selected zones on Tube, DLR, London Overground and National Rail (excluding Heathrow Connect between Hayes and Harlington and Heathrow and on Heathrow Express) services.
- Are valid for travel across the entire London bus network, except for certain special bus services and excursions.
- Are valid on trams, where the Travelcard includes Zone 3, 4, 5 or 6.
- Can be used during the period of validity and for any journey that starts before 0430 on the day following the expiry date.
- Adult rate: no photocard required.
- Child rate: a Child, 5-10, 11-15, Under-14, 14-15, 16-17 or 16+ Oyster photocard is required. Child rate is also available to holders of New Deal photocards with an accompanying Oyster card on which the discount concession has been set.
- Student rate: a Student Oyster photocard is required.

- Allow 1/3 off the cost of travel on scheduled Riverboat services when presented at time of travel.
- Only available on Oyster, can be issued up to 7 days in advance.

Monthly Travelcards

- Are valid for travel in the selected zones on Tube, DLR, London Overground and National Rail (excluding Heathrow Connect between Hayes and Harlington and Heathrow and on Heathrow Express) services.
- Are valid for travel across the entire London bus network, except for certain special bus services and excursions.
- Are valid for travel on trams where the Travelcard includes Zone 3, 4, 5 or 6.
- Can be used during the period of validity and for any journey that starts before 0430 on the day following the expiry date.
- Adult rate: no photocard required.
- Child rate: a Child, 5-10, 11-15, Under-14, 14-15, 16-17 or 16+ Oyster photocard is required. Child rate is also available to holders of New Deal photocards with an accompanying Oyster card on which the discount concession has been set.
- Student rate: a Student Oyster photocard is required.
- Allow 1/3 off the cost of travel on scheduled Riverboat services when presented at time of travel.
- Only available on Oyster, can be issued up to 7 days in advance.

Day Travelcards (Off-Peak)

- Are valid for travel in the selected zones on Tube, DLR, London Overground and National Rail (excluding Heathrow Connect between Hayes and Harlington and Heathrow and on Heathrow Express) services.
- Are valid for travel across the entire London bus network, except for certain special bus services and excursions.
- Are valid for travel on trams where the Travelcard includes Zone 3, 4, 5 or 6.
- Can be used from 0930 Mondays to Fridays (from 0001 Saturdays, Sundays and public holidays) on the day of validity and for any journey that starts before 0430 on the following day.
- Adult rate applies from the age of 16: no photocard required.
- Child rate: 5–15 years (inclusive): no photocard required. Child rate also available to holders of New Deal photocards.
- Allow 1/3 off the cost of travel on scheduled Riverboat services by showing the Travelcard at time of travel.
- Can be issued up to 7 days in advance.
- These tickets are NOT available on Oyster.
- Child rate Off-Peak Travelcards Zones 1-6 (kids for a quid) can be purchased for £1 by an accompanying adult holding any Travelcard. Select “Discount” option on first screen.

Day Travelcards (Peak)

- Are valid for travel in the selected zones on Tube, DLR, London Overground and National Rail (excluding Heathrow Connect between Hayes and Harlington and Heathrow and Heathrow Express) services.

- Are valid for travel across the entire London bus network, except for certain special bus services and excursions.
- Are valid for travel on trams where the Travelcard includes Zone 3, 4, 5 or 6.
- Can be used from 0001 Mondays to Fridays only (excluding public holidays) on the day of validity and for any journey that starts before 0430 on the following day.
- Adult rate applies from the age of 16: no photocard required.
- Child rate: 5–15 years (inclusive): no photocard required. Child rate also available to holders of New Deal photocards.
- Allow 1/3 off the cost of travel on scheduled Riverboat services by showing the Travelcard at the time of travel.
- Can be issued up to 7 days in advance.
- These tickets are NOT available on Oyster.

2.6 Bus Passes

Children under the age of 14 travel free on buses and trams – no photocard or ticket required.

Children aged 14 or 15 need a valid Child, 11-15, or 14-15 Oyster photocard to travel free on buses and trams. 16-17 year olds in full time education (FTE) and resident in a London Borough need a valid 16+ Oyster photocard to travel free on the buses

Children aged 11 to 13 also need a valid Child, 11-15 or Under-14 Oyster photocard if using tram services at Wimbledon

Bus Saver tickets

- A book of 6 single bus tickets, for travel on buses, including N-prefixed Night Buses, across the entire London bus network.
- Each ticket is valid for a single journey.
- Are not valid on certain special bus services and excursions.
- Can be used by anyone i.e. can be given to someone else prior to travel.
- Available at adult rate only: no photocard required.
- Refunds are not made on unused bus Saver tickets.
- These tickets are NOT available on Oyster.

One Day Bus Passes

- Are valid for travel across the entire London bus network and on trams on the day of validity and for any journey that starts before 04.30 on the following day.
- Are not valid on certain special bus services and excursions.
- Available at adult rate only: no photocard required.
- Can be issued up to 7 days in advance.
- These tickets are NOT available on Oyster.

7 Day Bus Passes

- Are valid for travel across the entire London bus network and on trams during the period of validity and for any journey that starts before 04.30 on the day following the expiry date.
- Are not valid for travel on certain special bus services and excursions.

- Adult rate: no photocard required.
- 16+/New Deal rate: a 16-17 or 16+ Oyster photocard or New Deal photocard with accompanying Oyster card on which the discount concession has been set is required.
- Student rate: a Student Oyster photocard is required.
- Bus and Tram Discount: a Bus and Tram Discount photocard with accompanying Oyster card on which the discount concession has been set is required.
- Only available on Oyster, can be issued up to 7 days in advance.

Monthly Bus Passes

- Are valid for travel across the entire London bus network and on trams during the period of validity and for any journey that starts before 04.30 on the day following the expiry date.
- Are not valid for travel on certain special bus services and excursions.
- Adult rate: no photocard required.
- 16+/New Deal rate: a 16-17 or 16+ Oyster photocard or New Deal photocard with accompanying Oyster card on which the discount concession has been set is required.
- Student rate: a Student Oyster photocard is required.
- Bus and Tram Discount: a Bus and Tram Discount photocard with accompanying Oyster card on which the discount concession has been set is required.
- Only available on Oyster, can be issued up to 7 days in advance.

Annual Bus Passes

- Are valid for travel across the entire London bus network and on trams during the period of validity and for any journey that starts before 04.30 on the day following the expiry date.
- Are not valid for travel on certain special bus services and excursions.
- Adult rate: no photocard required.
- Student rate: a Student Oyster photocard is required.
- Only available on Oyster, can be issued up to 7 days in advance.

2.7 3 Day Travelcard

- Are available in Zone 1-2 (Peak only) and Zone 1-6 (Peak and Off-Peak) versions.
- Are valid for travel in the selected zones on Tube, DLR, London Overground and National Rail (excluding Heathrow Connect between Hayes and Harlington and Heathrow and Heathrow Express) services. The zone 1-6 version is also valid on trams.
- Are valid for travel across the entire London bus network, except for certain special bus services and excursions.
- Peak tickets can be used from 0001 Mondays to Fridays (except public holidays) on each day of validity and for any journey that starts before 0430 on the day following the expiry date.
- Off-Peak tickets can be used from 0930 Monday to Fridays (from 0001 Saturdays, Sundays and public holidays) on each day of validity and for any journey that starts before 0430 on the day following the expiry date.
- Adult rate applies from the age of 16: no photocard required.
- Child rate: 5-15 years (inclusive): no photocard required. Child rate also available to holders of New Deal photocards.
- Allow 1/3 off the cost of travel on scheduled Riverboat services by showing the Travelcard at the time of travel.

- Can be issued up to 7 days in advance.
- These tickets are NOT available on Oyster.

3 Photocards

Photocards are required to buy and use one of the following tickets:

- **Child rate 7 Day and monthly Travelcards** – Child, 5-10, 11-15, Under-14, 14-15 Oyster photocard, 16+, 16-17 Oyster photocard, New Deal photocard.
- **16+/New Deal rate 7 Day and monthly Bus Passes** – 16+, 16-17 Oyster photocard, New Deal photocard.
- **Discount rate Bus and Tram 7 Day and monthly Bus Passes** – Bus and Tram Discount photocard
- **Student rate 7 Day and monthly Travelcards and 7 day, monthly and annual Bus Passes** – Student Oyster photocard.

3.1 Child, 5-10, 11-15, Under-14 or 14-15 Oyster photocards

The Child, 5-10, 11-15, Under-14 or 14-15 Oyster photocard entitles the holder to free bus and tram travel, to buy child rate 7 Day and monthly Travelcards on Oyster and to buy pay as you go.

Application forms for 5-10 and 11-15 Oyster photocards are available at Post Offices in Greater London and areas just beyond the London borough boundaries that are served by the Tube and bus networks. Under-14 and 14-15 Oyster photocards are no longer being issued, they have been replaced by the 5-10 and 11-15 Oyster photocard, but valid Under-14 and 14-15 Oyster photocards can still be used to purchase tickets.

3.2 16+ and 16-17 Oyster photocards

The 16+ and 16-17 Oyster photocard entitles the holder to buy child rate 7 Day and monthly Travelcards or 16+/New Deal rate Bus Passes and to buy pay as you go. The 16+ Oyster photocard can be used for free bus travel if the holder is in full time education and resident in a London Borough. (It cannot be used as a photocard when buying any other ticket)

Application forms for 16+ Oyster photocards are available at Post Offices in Greater London and areas just beyond the London borough boundaries that are served by the Tube and bus networks. 16-17 Oyster photocards are no longer being issued; they have been replaced by the 16+ Oyster photocard, but valid 16-17 Oyster photocards can still be used to purchase tickets.

3.3 Student Oyster photocards

The Student Oyster photocard is available to all full-time students and certain part-time students aged 18 and over who attend participating universities, colleges and schools in London.

The application forms are ONLY available from universities, colleges and schools and the applications must be sent to the mailing house as outlined on the forms.

Holders of Student Oyster photocards can buy Student rate 7 Day or monthly Travelcards and 7 Day, monthly or annual Bus Passes. Pay as you go can also

be put on a Student Oyster photocard but Oyster single fares will be charged at adult rate.

THE EXPIRY DATE ON ANY STUDENT RATE TICKET MUST NOT BE LATER THAN THE EXPIRY DATE OF THE DISCOUNT ENTITLEMENT ON THE STUDENT OYSTER PHOTOCARD.

3.4 New Deal photocards

New Deal is a Government programme to help long term unemployed people back into work. Holders of a New Deal photocard are eligible for reduced rate travel.

The New Deal photocard is issued to any person on the New Deal scheme and holders are eligible to buy any child rate or 16+/New Deal rate ticket and pay as you go on Oyster (not kids for a quid).

THE EXPIRY DATE ON ANY CHILD RATE TICKET MUST NOT BE LATER THAN THE EXPIRY DATE OF THE ACCOMPANYING NEW DEAL PHOTOCARD.

The New Deal photocard is issued by the Employment Service only and is valid for a maximum period of 3 months. The renewal of a New Deal photocard will be at the discretion of The Employment Service. **See page 40 of RT Users guide for procedure on setting discount entitlements.**

The New Deal photocard is not available from TSS Agents or any stations.

3.5 Bus and Tram Discount photocard

The Bus and Tram Discount photocard is issued to Londoners on Income Support. The scheme allows the photocard holder to pay half adult rate Oyster pay as you go fares on the bus and tram and to purchase half adult rate 7 Day and Monthly Bus Passes. Adult rate fares are payable on the Tube, DLR, London Overground and National Rail and for Travelcards.

The maximum period of validity on a Bus and Tram Discount photocard will be no more than 6 months.

Application forms are only available at Post Office® branches in Greater London.

The Bus and Tram Discount photocard is not available from TSS Agents or any stations. **See page 40 of RT Users guide for procedure on setting discount entitlements.**

3.6 National Rail Railcard Discount Entitlement

Holders of a Disabled Persons, HM Forces, Senior or Young Persons Railcard will be able to have a Discount Entitlement set on an Oyster card. Normal Oyster pay as you go fares will be charged but a discounted cap will apply. There are no discounts on Bus Pass or Travelcard season tickets. **See page 40 of RT Users guide for procedure on setting discount entitlements.**

3.7 Lost Oyster photocards and photocards

1. Child, 5-10, 11-15, Under-14 or 14-15 Oyster photocards
Losses should be reported to the Oyster photocard helpline on 0845 330 9876.

2. 16+, 16-17 Oyster photocards
Losses should be reported to the Oyster photocard helpline on 0845 330 9876.

3. New Deal
Customers will be advised that replacement New Deal photocards are not generally available except in special circumstances.

The Employment Service will deal with all such cases. If a replacement New Deal photocard is issued, then place Oyster card on reader, select “change details” option and enter the new New Deal photocard number on the Retail Terminal.

4. Student Oyster photocards
Advice on procedures for lost Student Oyster photocards is available to students at all participating universities, colleges and schools. Losses should be reported to the Student Discount Scheme helpline on 0845 330 9876.

5. Bus and Tram Discount
Customers that have lost their Bus and Tram Discount photocard would need to reapply for a replacement photocard via the Post Office. If a replacement Bus and Tram Discount photocard is issued, then place Oyster card on reader, select “change details” option and enter the new Bus and Tram Discount photocard number on the Retail Terminal.

4 Procedures

4.1 Issuing tickets (Oyster, pay as you go, RT stock and manual tickets)

Oyster cards

A new Oyster card cannot be issued without the addition of a ticket or pay as you go at the time of issue.

A deposit on the card may be payable depending on the product put on the card at first issue (this does not apply to Oyster photocards, i.e. Child, 5-10, 11-15, Under-14, 14-15, 16+, 16-17 and Student).

Please note that registration is not mandatory on 7 day adult rate tickets and pay as you go issued on an adult Oyster card.

All Oyster photocards (Child, 5-10, 11-15, Under-14, 14-15, 16+, 16-17 and Student) are registered at the time of issue.

4.1a. Issuing a new Oyster card, including registration

Registration is mandatory on monthly and annual and any ticket put on Oyster in conjunction with a New Deal photocard or Bus and Tram Discount photocard.

The customer can also choose to register an Oyster card with a 7 day ticket or pay as you go. A deposit may be payable on the Oyster card on the first issue.

1. Where required, (New Deal and Bus and Tram Discount) ask the customer if they have a photocard. If they do, ask for the photocard.
2. Give the customer an Oyster Registration Form and ask that it be completed.
3. Check that the Registration Form is correctly completed and verify the details with the customer; this must include Name, Address and Password. If the Registration Form is not correct or complete, do not proceed with the registration, return it to the customer or provide a new Registration Form and destroy the old one.
4. Select the next blank Oyster card from your stock and place it on the reader of your Retail Terminal.
5. Select the 'registered' option for the card on the Retail Terminal.
6. Enter the customer selected Security code (password) and confirm the entry with the customer.
7. Enter the photocard number where required. (New Deal or Bus and Tram Discount)
8. Select ticket and/or pay as you go. Select start date for a ticket and/or enter pay as you go value requested (ensuring that all monies due are collected before confirming).
9. Select payment method.
10. Select receipt Y/N and print a receipt with the card details if required.
11. If a monthly or annual ticket is being sold, follow the instructions on the Retail Terminal to also print a Record Card for the customer.
12. Complete the 'Office Use' section of the Registration Form as follows:
 - a. enter the Oyster card number;
 - b. enter the 'Outlet code' – your Agent Number;
 - c. Ignore the User ID box;
13. Take the Oyster card off the reader.
14. Give the customer the Oyster card and photocard (where required), an Oyster wallet, receipt (if printed) and Record Card (if printed).
15. Post all completed Registration Forms **every day** to TranSys Sales Service (TSS) in the pre-paid envelopes supplied. You will be paid the agreed fee for every correctly completed Registration Form received.

4.1b. Issuing a new Oyster card, WITHOUT registration

Registration is optional only for 7 day adult tickets and pay as you go issued on an adult Oyster card. A deposit may be payable on the Oyster card on the first issue.

1. Select the next blank Oyster card from your stock and place it on the reader of your Retail Terminal.
2. Select the 'un-registered' option for the card on the Retail Terminal.
3. Select ticket and/or pay as you go. Select start date for a ticket and/or enter pay as you go value requested (ensuring that all monies due are collected before confirming).
4. Select payment method.
5. Select receipt Y/N and print a receipt with the card details if required.
6. Take the Oyster card off the reader.
7. Give the customer the Oyster card and receipt (if printed).

4.1c. Registering an existing Oyster card

If a customer asks for a monthly or annual ticket on their existing Oyster card and it has previously been used to purchase 7 day ticket(s) and/or pay as you

go and is unregistered: (for example, a customer that has just received a New Deal or Bus and Tram Discount photocard)

1. Give the customer an Oyster Registration Form and ask that it be completed.
2. Check that the Registration Form is correctly completed and verify the details with the customer; this must include Name, Address and Password. If the Registration Form is not correct or complete, do not proceed with the registration, return it to the customer or provide a new Registration Form and destroy the old one.
3. Place the customer's Oyster card on the reader of your Retail Terminal.
4. Select the 'registered' option for the card on the Retail Terminal.
5. Enter the customer selected Security code (Password) and confirm the entry with the customer.
6. Select ticket and/or pay as you go. Select start date for a ticket and/or enter pay as you go value requested (ensuring that all monies due are collected before confirming).
7. Select payment method.
8. Select receipt Y/N and print a receipt with the card details if required.
9. If a monthly or annual ticket is being sold, follow the instructions on the Retail Terminal to also print a Record Card for the customer.
10. Complete the 'Office Use' section of the Registration Form as follows:
 - a. enter the Oyster number;
 - b. enter the 'Outlet code' – your Agent Number;
 - c. Ignore the User ID box;
11. Take the Oyster card off the reader.
12. Give the customer the Oyster card, receipt (if printed) and Record Card (if printed).
13. Post all completed Registration Forms **every day** to TranSys Sales Service (TSS) in the pre-paid envelopes supplied. You will be paid the agreed fee for every correctly completed Registration Form received.

4.1d. Issuing a ticket or pay as you go on the customer's existing Oyster card (including Oyster photocards)

1. Place the customer's Oyster card on the reader on your Retail Terminal.
2. Select ticket and/or pay as you go. Select start date for a ticket and/or enter pay as you go value requested (ensuring that all monies due are collected before confirming).
3. Select payment method.
4. Select receipt Y/N and print a receipt with the card details if required.
5. If a monthly or annual ticket is being sold, follow the instructions on the Retail Terminal to also print a Record Card for the customer.
6. Take the Oyster card off the reader.
7. Give the customer the Oyster card, receipt (if printed) and Record Card (if printed).

4.1e. All other tickets (non-Oyster cards)

All tickets that are sequentially numbered must be issued in strict numerical order. Please be aware that you must NEVER give or loan any of your ticket stock, pre-printed or Retail Terminal blanks, to any other TSS Agent.

When the customer asks for a particular type of ticket, remove the next ticket numerically from either your Retail Terminal blanks or, in the case of a Retail

Terminal fault (where the terminal is not operational) your Retail Terminal emergency pack (manual stock), and advise the customer of the price.

You should then date the ticket in accordance with section 4.1f for manual stamped tickets or in the Retail Terminal Manual, for Retail Terminal tickets and ask for payment. Remember that all voided tickets must be retained by you and given to the TSS representative on their next visit. (See page 82 in RT users guide)

4.1f. Dating of Passes and Travelcards (manual)

All Bus Passes and Travelcards need to include both the Start and Expiry Date. Tickets may be issued and dated in advance of their commencing date or date of first travel as follows:

- up to 7 days in advance for One Day tickets
- up to 7 days in advance for 7 Day tickets

It is the responsibility of the customer to ensure that their ticket is not used prior to the Start Date they have requested.

For Retail Terminal emergency stock use the appropriate date stamper and inkpad provided. Use the small Start Date stamper to print the Start Date and use the large End Date stamper to print the Expiry Date. For Retail Terminal issue of stock refer to section 9.8 (Issuing a Ticket).

Oyster cards must never be date stamped. Your Retail Terminal will add the ticket on to the Oyster card electronically.

1. How to stamp One Day tickets

(One Day Bus Passes and Travelcards).

All One Day tickets require a START and EXPIRY date which is the same date, making it valid for one day of travel only.

For example: For travel on Monday 4th March all passes should be dated:

START DATE: 04 MCH (small stamper)

EXPIRY DATE: 04 MCH (large stamper)

All One Day tickets are PINK in colour. (At time of writing)

2. How to stamp 7 Day tickets

(Adult 7 Day Bus Passes only).

All 7 Day Bus Passes are valid for 7 consecutive days of travel and require a START date and an EXPIRY date. The Expiry Date of all 7 Day tickets is always 6 days later than the Start Date.

For example: For travel from Monday 4th March all passes should be dated:

START DATE: 04 MCH (small stamper)

EXPIRY DATE: 10 MCH (large stamper)

All 7 Day tickets are GREEN in colour. (At time of writing)

Bus Saver

Bus Saver tickets are always sold in books of 6 tickets and must never be sold separately. Bus Saver tickets do not require date stamping.

4.2 Lost/stolen Bus Passes and Travelcards

4.2a. Lost/stolen Oyster cards

If a customer reports that their Oyster card has been lost or stolen then give them the Oyster card Helpline number, 0845 330 9876 and ask them to call the number immediately. This only applies to registered cards.

4.2b. Lost/stolen One Day Bus Passes, Travelcards and 3 Day Travelcards

There are NO refunds or replacements of ONE DAY Bus Passes and Travelcards or 3 Day Travelcards that are lost/stolen, this also includes bus Saver tickets.

4.2c. Lost/stolen 7 Day Bus Passes and Travelcards

See 4.2a above

4.2d. Lost/stolen monthly Travelcards and monthly and annual Bus Passes

See 4.2a above

4.3 Records of issued tickets

You do not need to keep a log of tickets or pay as you go on Oyster as the information is collected electronically when they are issued.

4.3a. Customer advice

Always ask customers to write their name and address on the back of 7 Day adult Bus Passes (except for Oyster cards).

In the event that a 7 Day ticket is reported lost and has been found and returned to you by a third party, the ticket may be returned to the customer (except for Oyster cards). If an Oyster card is found and handed in, it should be disabled and sent to the Oyster Ticketing & Refunds Office (see page 1 for address).

4.3b. Conditions of Carriage

All tickets and Oyster cards that are issued by you are subject to the conditions explained in Transport for London's Conditions of Carriage booklets. These are available on the TfL website.

4.3c. Refunds and replacements

Oyster cards

If a blank Oyster card from your stock fails during issue on your Retail Terminal then retain the card and use a new card from your stock. Keep the defective card with all other spoils for your TSS Representative to collect at their next visit.

If the customer's current card fails during the addition of a new ticket/pay as you go, return the Oyster to the customer and give them the Oyster Helpline number, 0845 330 9876. Ask them to call the number immediately to resolve the problem. Advise the customer to keep a record of any fares paid in the meantime.

If a customer returns at any time for any reason then give them the Oyster Helpline number. Ask them to call the number to resolve the problem.

If a customer wants/needs a refund of their ticket or pay as you go, held on Oyster, the following applies:

Give the customer the Oyster Helpline number, 0845 330 9876 and ask them to call the number immediately to resolve the problem.

Other tickets.

TSS agents are not authorised to make refunds except in the following circumstances. Replacement tickets must not be issued.

1. If the customer bought their ticket and had reason to change their mind within 60 minutes of issue and the ticket has not been used. If the customer added pay as you go to a card that had a negative pay as you go balance, the transaction cannot be voided even if the customer has made no further journeys and returns within 60 minutes.

For Retail Terminal issued tickets see the relevant section for Voiding Tickets in the Retail Manual.

2. If an error was noticed within 60 minutes of issue and returned unused for a replacement.

Should a customer return to your shop with a manually stamped ticket that has had a NOT VALID sticker applied on the front and an over sticker on the reverse, you must advise them to buy another ticket. On expiry of the replacement, they should send both tickets to the Oyster Ticketing and Refunds Office and request a pro rata refund on the faulty ticket.

This will only apply to adult 7 Day Bus Passes issued on manual stock. The NOT VALID sticker will be placed across the ticket if the ticket has been incorrectly dated.

To avoid this situation please ensure that all tickets you issue are CORRECT.

Always display in a prominent position for all customers to see THE DISCLAIMER this will protect your rights.

REMEMBER: Unless you can void the ticket on your Retail Terminal you should never make cash refunds on any ticket. Subject to the Conditions of Carriage, ticket

refunds are made by the Oyster Ticketing & Refunds Office ONLY for unused or partly used tickets at their discretion.

4.4 System disruptions

Should transport services be disrupted and the customer is unable to travel, they will in normal circumstances claim through the Oyster Ticketing & Refunds Office or follow the Customer Charter procedures.

You may be required to recompense customers but it is stressed that this must **ONLY** be performed as and when you have received **FULL INSTRUCTIONS** and authority from TSS.

If you recompense customers WITHOUT authorisation from TSS you will NOT be entitled to any recompense yourself.

As a TSS Agent, you are not authorised to accept any London Underground or National Rail Customer Charter refund vouchers or Warrants. You will not be recompensed for any vouchers or Warrant that you accept.

4.5 Tickets failing to work Tube station gates/Oyster card readers

Oyster cards

If the customer's Oyster card fails, give the customer the Oyster card Helpline number 0845 330 9876. Ask them to call the number to resolve the problem.

Magnetic stripe tickets

If a customer returns to your shop with a Travelcard that is magnetically corrupted and will not operate the Tube gates, DO NOT refund their money but advise them of the following:

1. They must go to any Tube station ticket office and the ticket will be replaced free of charge. This is in accordance with London Underground Regulations and in Section 4, Regulation Code F4(a) in the Ticket Office Procedures Handbook (page 12) OR
2. The customer may buy another ticket and on expiry of the newly bought ticket apply for a refund by post by enclosing the faulty ticket and the recently expired ticket and sending them both with a covering letter to:

Oyster Ticketing & Refunds Office
London Underground
55 Broadway
LONDON
SW1H OBD

4.6 Security requirements

TSS Agents are responsible for the security of all ticket stock. We recommend that the Emergency Ticket Pack, bus Savers and date stamps are stored in a SAFE or a

FIXED LOCKABLE IMMOVABLE CONTAINER. This should be located on your premises and be away from the view of customers.

All Retail Terminal blank ticket stock should be kept in a clean, dry and secure environment. This prevents a build up of dust within the terminal, which could affect the ticketing mechanism inside the terminal. It also prevents accidental damage to the magnetic strip on the reverse of the ticket.

Random security visits can be made at any time of day by any authorised TSS Representative to ensure that the correct procedures are being followed. It is in your interest to ensure that you ask to see proof of identity when anybody requests access to your ticket stock. If you have any doubt or require further confirmation of identity please contact TSS Agent Support Department on 020 7712 1100

If you would like any help or advice on security measures, please contact the TSS Agent Support Department and they will arrange to pass on your details to the TSS Security Manager.

4.7 Claims for credit on returns to TranSys Sales Service

Oyster cards

You will never be charged for an Oyster card that is defective or spoilt. Remember to keep all defective Oyster cards with your spoils, as the TSS Representative will collect them on their next visit.

All other tickets

Spoilt tickets can be avoided by confirming the date, price and zone with the customer before the ticket is issued.

A claim may be made for any manually stamped ticket that cannot be sold due to any of the following reasons:

1. The ticket was incorrectly stamped
2. The customer changed their mind before leaving the shop

In order to obtain your credit for these returns you must telephone the TranSys Sales Service Ticket Returns Office on 020 7712 1100 (and choose Option 3 – Ticket Returns) to register the spoilt ticket within 4 working days including the date of the error.

The Ticket Returns Office will give you a 6-digit reference number and this must be entered on the reverse of the spoilt ticket. This is your reference number for your claim.

If an incorrect month is stamped on the ticket you will not be given a reference number. You can send these tickets by post to Ticket Returns at TranSys.

Please ensure that you write your agent number on manual spoils before you return the tickets to TranSys.

When your TSS Representative makes their next scheduled visit, they will collect the spoilt tickets and check the credit reference number on the back of the tickets.

You will be given a receipt for all spoils that are collected and returned to your TSS Representative. The tickets will be checked and a credit note will be raised. Credit for tickets delivered will be set against the next available Direct Debit payment. If the claim is refused no credit will be given.

PLEASE NOTE – TSS Representatives cannot collect manual spoilt tickets if they do not have a reference number.

REMEMBER, if you do not register spoilt tickets within 4 working days, claims can only be made by post and may incur an administration charge of 5% or £5, whichever is the greater, for each ticket on which credit is allowed.

Retail Terminal tickets which have not been voided within the time limit should be returned to TSS at Unit 1B, Harbour Quay, Wood Wharf, Isle of Dogs, London E14 9QP, within 5 months in order for credit to be assessed.

4.8 Emergency stock orders

Your TSS Representative will order sufficient quantities of Retail Terminal Blank Stock, Oyster cards and consumables to cover the demand until the next scheduled visit. However, increased demand for certain types of tickets, for example promotional activity, may lead to a potential out of stock situation.

If such a situation arises please do the following:

1. Review your stocks of all ticket types, including blank Oyster cards
2. Telephone the TSS Agent Support Department on 020 7712 1100 (and choose Option 1) to place an order to cover the time up to the next TSS Representative visit. You should refer to the Ticket/Pack Price List for details of all tickets/pack sizes.

Please note:

1. All emergency orders must be confirmed by the TSS Representative and therefore may be cancelled or amended.
2. You must always allow up to 10 working days for delivery.
3. OUT OF STOCK MEANS LOST SALES.

4.9 Emergency Ticket Pack (ETP) and Saver

ETP

You must hold an ETP of manual, pre-printed tickets. These tickets must be used whenever you have a problem with your Retail Terminal. ETP stock is purchased and paid for via Direct Debit 28 days after invoice date. Orders for the ETP will not be subject to confirmation by your TSS Representative. Please refer to your Ticket/Pack Price List for details of all available tickets and prices.

Saver

You must hold sufficient stock of Saver at all times. It is your responsibility to order Saver tickets. Orders for Saver tickets will not be subject to confirmation by your TSS Representative. Saver tickets are purchased and paid for via Direct Debit 28 days after invoice date.

4.10 Deliveries

Stock may arrive by TranSys Sales Service delivery staff or an approved 3rd Party delivery company e.g. ASAP Express Couriers.

On receipt of delivery you must always follow the procedures below:

1. If the delivery is made by TSS driver
 - a. Check that the security seal on the bag is not broken and that your Agent details are correct.
 - b. Count all stock carefully and check that it matches the details on the delivery note. Any discrepancies should be noted onto the delivery note and reported immediately to TSS.
 - c. Sign and print your name in the spaces provided on the delivery note along with the time of the delivery; the delivery driver will countersign.
Note: If the seal has been broken prior to receipt, it is at your discretion whether or not to accept the delivery. Should you accept the delivery, please note the fact that the seal was broken, on the delivery note.
2. If the delivery is made a 3rd party delivery company e.g. TNT
 - a. Please sign to accept delivery.
 - b. When the driver has left the premises, check the delivery and sign the enclosed delivery note.
 - c. Return the green copy to TSS in the pre-paid envelope supplied.

NOTE: In the event of the package being open when you receive it, please call the TSS Agent Support Department before the courier leaves your premises.

4.11 The TSS Representative's visit

4.11a. Call frequency

Your TSS Representative will visit your shop on a regular basis, usually every 8-10 weeks. As these visits may occur at different times and days it is vital that whoever has responsibility in your absence has access to all ticket stock and consumables.

4.11b. The visit

On the day of your TSS Representative's scheduled visit, you must ensure that you have all of your ticket, Oyster card and consumables stock available ready for your TSS Representative to check.

Your TSS Representative will count all of your stock (including Oyster) and will also check your claims for Spoils and Returns to ensure that you have reported them and received a Spoilt Ticket Claim reference number. If you have not claimed these tickets through the TSS Tickets Returns Office and been given a reference number, your TSS Representative will not accept them (see section 4.7). This applies to manually dated tickets only.

It is your responsibility to ensure that all stock is given to the TSS Representative at the time of their visit. Failure to do this will result in incorrect quantities of stock and consumables being ordered.

Your TSS Representative will place an order for all of your tickets, Oyster cards and consumable requirements and remove manual spoils, empty/faulty ink jets and voided Retail Terminal tickets.

Please provide your TSS Representative with a safe place to work and count your stock.

Your TSS Representative will:

1. Check that any Point-of-Sale material supplied by TranSys is in place.
2. Check your date stampers are valid and in good working order.
3. Check the condition and content of your manuals/folders.
4. Check that the Oyster registration forms have been completed correctly
5. Ensure that the latest promotional activity is on display.
6. Discuss the outcome of the latest Customer Satisfaction Survey/Mystery Shopper Survey.
7. Ensure the required security measures are being complied with.
8. Conduct full audits as required.
9. Supply you with any sundries required to last you until the next scheduled visit.
10. Collect spoilt/cancelled/defective tickets and Oyster cards.

4.12 Payment

Oyster

All tickets put on to Oyster cards will be invoiced in the same way as Retail Terminal ticket sales. There is no difference in commission between issuing 7 Day tickets on magnetic stock and Oyster cards. You will also receive the agreed commission when issuing pay as you go.

4.12a. For Retail Terminal stock

All payments will be made by weekly Direct Debit transfer in accordance with your agreement (see Retail Terminal Manual 9.17).

In most circumstances, every Monday, your terminal will produce an invoice when the terminal is activated. (Opening time for terminal)

Direct Debit payment will be taken from your bank each Wednesday. Please note that this requires you to have sufficient cleared funds in your account by close of banking on Tuesday. Close of business varies between banking companies. Please check with your bank.

Please note that when bank/public holidays occur on a Monday, e.g. Easter, May Day, Whitsun and August bank holiday, the above processes will take place a day later, i.e. invoices on Tuesday and D/D collection on Thursday.

Payment for bus Saver and additional Emergency Ticket Pack (manual) stock will be added to the Retail Terminal Direct Debit collection 28 days after the invoice date.

4.12b. For failures of Direct Debits

Failure of a weekly Direct Debit on the scheduled day of each week will result in:

1. Suspension of your TSS Agency status and the Retail Terminal being set to CLOSE immediately.
2. Suspension of all deliveries of stock and sundries.
3. Additional charges if your Direct Debit fails:
 - a. £25.00 for a failed Direct Debit
 - b. Daily interest at 2% above the current bank base rate on any arrears

If you accumulate THREE Direct Debit failures YOUR TSS AGENCY STATUS WILL BE WITHDRAWN.

Please contact TranSys Sales Service credit control immediately to arrange recovery of payment.

5 Area maps and information leaflets

There are several maps, guides and leaflets available from Transport for London to assist you in your role as a TSS Agent to help customers plan their travel.

Ask your TSS Representative for details and availability.

6 Point-of-Sale materials and promotional activity

In 2005 TfL appointed Field Sales Solutions to promote the Oyster brand, their representatives will visit on a regular basis to supply you with Oyster related Point of Sale and Leaflets.

6.1. Why we need to promote

Participation in promotions, placement of Point-of-Sale (P.O.S) material and provision of information and promotional leaflets for your customers are mandatory in your role as a TSS Agent.

When you signed the TSS agents agreement (section 3.2p) you contractually agreed to display all publicity and P.O.S material supplied to you in a prominent position as instructed by your FSS Representative or TSS representative.

You also agreed to take part in all promotions and schemes run by TfL and TranSys.

By participating in all promotional activities, both you and your business will benefit. Remember, the more you promote yourself as a TSS Agent, the more likely you are to experience an increase in sales.

6.2 Point-of-Sale materials

Eye catching P.O.S materials are designed to continually advertise your shop as selling tickets to the general public. Window friezes, mobiles, till stickers etc. help build your business in Transport for London tickets – and in addition, many customers once inside your shop will buy other items like newspapers and sweets.

Always ask your FSS or TSS Representative if you require more P.O.S material.

6.3 Promotions

Promotions are important as they create interest amongst customers and promote awareness both within your shop and also externally (when supported by advertising).

Your sales are likely to increase if a promotion is staged within your shop, as more customers will usually enter to make a purchase.

Some examples of promotions include discounts on entry to selected London tourist attractions, free prize draws and competitions.

You must always participate in TranSys promotions whether specific to TSS or in conjunction with Transport for London.

If you have any questions, a specific problem with a promotion or your supply of leaflets etc. needs replenishment, please consult your FSS/TSS Representative or contact the TSS Agent Support Helpline on 020 7712 1100 (and choose Option 1).

7 Training

7.1 New Agent training (manual stock)

In your role as a TSS Agent, the ticket issuing procedures that you follow and the provision of information to the public on tickets and the transport system are crucial to the success of the TSS Agency network.

TSS and Transport for London recognise the importance of your service to the public and want you to be equipped with the latest information on tickets and the transport network. You will receive regular supplies of maps, leaflets etc.

The TSS Agents Induction Training Programme gives an in-depth look at the zonal structure of London and the range of tickets available through TSS Agents. The programme also includes manual date stamping, photocard range information and the full administration processes such as keeping records, penalty fares, security, TSS Agent changeover, TSS Representative's visit etc.

7.2 New Agent training (Retail Terminal)

See Retail Terminal Manual (section 9)

The training section for the Retail Terminal includes

- Production of magnetic tickets
- How to issue and register a new Oyster card
- Putting tickets on an Oyster card
- Addition of pay as you go
- Voiding tickets on magnetic stock and Oyster cards/Oyster pay as you go

All training for new Agents is held at TSS offices at Harbour Quay.

8 Agency changeovers

8.1 Selling your shop

If you are selling your shop you must, in accordance to the Agreement, follow the procedure below:

1. All TSS Agents are required to give 8 weeks' notice of their intention to sell. This must be given in writing and followed up with a telephone call.
2. At the time of notification, details of the buyer must be submitted, consisting of full name, home address and telephone number and daytime contact number, if different. The buyer(s) will be invited to attend an interview at Harbour Quay conducted by the credit controller or TSS Agent Network Manager. This is to assess the buyer's suitability. If approved, application forms will then be given to the buyer(s), for completion, and return to Harbour Quay.
3. Upon receipt of correctly completed application forms the interested party will be submitted for credit research. This process usually takes between 4 and 8 weeks to complete.
 - a. If the buyer fails credit research, we will not proceed and on the day of completion the TSS Agency and facilities will be withdrawn from the premises.
 - b. If the buyer passes research they will be invited to attend a training seminar and this will take place about 2 weeks before the completion date (a minimum of 2 weeks notice is required).
4. On the day of transfer, a TSS Representative will visit your shop and perform a final stock count. Remaining manual stock will either be removed or can be bought from you by the new owner. Some of the remaining Retail Terminal stock will be transferred to the new owner.
5. You must pay the final invoice for Retail Terminal Sales, bus Saver and any manual stock not transferred to the new owner. This must be paid on the day of transfer by bankers draft or cash direct to the TSS Office. The buyer will not be issued with any stock until this invoice is clear.

8.2 Closing the Retail Terminal

Please read this section very carefully, as this will affect you.

1. The Retail Terminal will be set to close at the end of business on the Friday before your last Direct Debit is due. This will be 7-10 days before the completion date.
2. The final Direct Debit payment will be collected from your bank account on the Wednesday after your Retail Terminal has closed down (this will be prior to your TSS Representative's visit) and will be the amount noted on your invoice produced on your terminal the preceding Monday.
3. Your TSS Representative will visit your shop on either the Friday following the closure or on the subsequent Monday which will be 10 days after the closure of the Retail Terminal.
4. TSS Finance Department will finalise your account for any outstanding debits and credits and the final invoice must be paid in full.

PLEASE NOTE: TSS reserves the right to discontinue the service of the TSS Agent at the time of notification of a pending sale.

You must not guarantee to the new owner that they will automatically receive TSS Agency status as part of the sale. It will be transferred at the discretion of TSS only.

Failure to comply with the 8 weeks' notice of sale will prohibit the transfer of your TSS Agency to the buyer.

8.3 Retiring

If you or one of the business partners is either retiring or leaving the business partnership you must submit a letter from a solicitor giving full details of what change will occur, which partner will be retiring or leaving the business and the date that this becomes legal.

Always submit this written notification to the TSS Agent Support Manager.

8.4 Closing down the business

If your shop is closing and no one is to take over the business at your address you must notify the TSS Agent Support Manager in writing as soon as you know the date you will cease to trade. TSS expects a minimum of 4 weeks notice. The process to withdraw will be as follows:

1. Your TSS Representative will be advised of the situation and be requested to visit your shop and withdraw all your stock in the week prior to the closure of the shop.
2. Your Retail Terminal will cease to work as from the end of business on the Friday prior to withdrawal.
3. The Direct Debit invoice will be produced as normal on the Sunday night/Monday morning and monies will be taken from your account as usual on the Wednesday.

Please also provide the TSS Representative with your forwarding address.

8.5 Transfers

You CANNOT TRANSFER your TSS Agency status to anyone else.

Any TSS Agent found to have transferred their TSS Agency status without permission and without following the regulations will lose their right to be a TSS Agent both now and in the future.