

SECTION 7. OTHER TRANSACTIONS

This section includes

- Expenditure recoverable from station cash
- Payments received from Revenue Control Officials
- Fares collected by station staff
- Subsequent payment of PFN
- Payment of Inability to Pay Fare forms
- Cash collected from toilet slot locks

A EXPENDITURE RECOVERABLE FROM STATION CASH

In an emergency, where access to petty cash is not immediately available, **any** Operational Manager or person authorised by an Operational Manager can obtain cash from the ticket office, on production of their Oyster Staff Card and ID. Cash must only be paid for the following approved expenditure;

The facility may be used only for the following;

a) **Taxi fares**

Taxis are normally requested via the NOC. In an emergency, taxi fares can be paid before or after the journey is made.

b) **Refreshments**

These are allowed only during incidents or exceptional operating conditions.

c) **Telephone calls from public telephone facilities**

These must be for official business in an emergency where the LU auto phone system is inoperative

1 **To make a payment**

The Ticket Seller **must**;

- be satisfied that the criteria for expenditure recoverable from station cash have been met
- carry out a miscellaneous transaction, selecting expenditure recoverable (paid), enter employee number of the person the money is to be paid to and the amount to be paid
- write the details in the Ticket Office Log Book and on the receipt printout
- request the member of staff making the claim to sign, record their name, employee number, grade and the reason for the expenditure, in the Ticket Office Log Book and on the receipt printout
- pay out the money
- record details on the V&C Return
- attach any receipts to the receipt printout
- place the receipt printout in their V&C multi-safe bag.

2 **If money is returned**

The Ticket Seller **must**;

- carry out a miscellaneous transaction selecting expenditure recoverable (returned), enter the employee number of the person returning the money and amount returned
- print a copy of the receipt printout and give it as a receipt to the person returning the money
- write the details in the Ticket Office Log Book
- attach any receipts to the receipt printout and place in their V&C multi-safe bag.

B PAYMENTS RECEIVED FROM REVENUE CONTROL OFFICIALS

1 **Fare receipts**

Revenue Control Officials **must** pay in all paper tickets they have issued and any money collected, at an LU ticket office. Before paying in, the Revenue Control Official must place copies of all tickets issued into a sealed evidence bag, endorsed with their name, employee number, amount to be paid in, total number and last ticket number issued.

The Ticket Seller **must**;

- check the total amount being paid in agrees with the total declared by the Revenue Control Official
- carry out a miscellaneous transaction, selecting 'RCI fare receipts'
- enter the last ticket number, Revenue Control Official's employee number and total amount
- print two copies of the receipt printout
- attach a copy of the receipt printout to the bag containing the paper tickets and place the correspondence multi-safe bag
- hand a copy of the receipt printout to the Revenue Control Official.

2 LU Penalty fare receipts

Revenue Control Officials are responsible for completing a three part Penalty Fares Summary on which cash and cheque payments will be recorded on the left-hand side. Bank card payments are recorded on the right hand side, but these **must not** be processed by the TOM.

When a Revenue Control Official pays in Penalty Fare receipts, the Ticket Seller **must**;

- check the amount received agrees with the total on the left hand side of the summary
- tell the Revenue Control Official if there is any discrepancy
- ensure the relevant PFN number is recorded on the back of any cheques
- carry out a miscellaneous transaction selecting 'Penalty Fares-revenue control', enter the summary number, number of notices, amount and Revenue Control Official's employee number
- enter first, the value of any cheques individually and place these with other cheques accepted
- print three copies of the receipt printout
- sign, record their name, ID number, and station name on the summary
- attach a copy of the receipt printout and the top copy of each of the associated PFNs, to the 'Centurion Manager's (pink) copy of the summary
- attach a copy of the receipt printout and the third copy of each PFN to the PFAO (white) copy of the summary and place them in an envelope marked 'PFAO' in the correspondence multi-safe bag
- attach the other copy of the receipt printout to the Authorised Person's (yellow) copy of the summary
- hand the pink and yellow copies back to the Revenue Control Official.

3 Bus Revenue Protection Inspector's receipts

Payments can be made by London Buses Revenue Protection Inspectors at any LU ticket office and **must** be accepted and processed via the TOM.

The Ticket Seller **must**;

- check the total amount of cash
- carry out a miscellaneous transaction selecting 'Bus RPI receipts'
- enter the total amount and officials number as the qualifier
- give the receipt printout to the RPI.

C FARES COLLECTED BY STATION STAFF

1 Record of fares collected form

The 'Record of fares collected' form is a two part form used by station staff, to record fares collected on the gateline or barrier, when the ticket office or assistance window is closed.

When station staff pay in fares collected, the Ticket Seller **must**;

- check the amount received agrees with the amount stated on the form
- tell the member of staff if there is any discrepancy
- enter the total cash received in the appropriate column
- sign the form and insert the time of payment
- carry out a miscellaneous transaction selecting 'fares collected'
- enter the serial number of the form, number of items, amount paid in and the employee number of the member of staff who completed the sheet
- print two copies of the receipt printout
- attach one copy of the receipt printout to the form
- give the other copy to the member of staff as a receipt
- record details on the Daily Record of Fares Collected Summary and attach the form to the summary
- if the form was issued from another station, write the name of that station in the column headed 'Gateline staff signature' and advise the station concerned so that details can be recorded on the Daily Record of Fares Collected summary at that station.

2 Money left by a customer

If a member of staff pays in money left by a customer when no Record of Fares Collected form is available, the Ticket Seller **must**;

- carry out a miscellaneous transaction, selecting 'fares collected'
- enter the form number as 'Zero', the number of fares, amount paid in and employee number of the member of staff
- give the member of staff making the payment a receipt (which they must retain for 12 months)
- record details as 'money left by customer' on the Daily Record of Fares Collected Summary.

3 Completion of Daily Record of Fares Collected Summary

The last Ticket Seller on duty must check and complete the summary, place the summary and forms into an envelope marked "Fares Paid" and place it in the correspondence multi-safe bag. Copies of the forms must be forwarded to the DSM for monitoring purposes.

D SUBSEQUENT PAYMENT OF PENALTY FARE NOTICES

Customers can pay the outstanding balance of an LU issued PFN at any LU ticket office. All payments must be processed using the TOM.

If a customer wishes to make a payment, the Ticket Seller **must**;

- check the PFN has been issued by an LU Revenue Control Official
- carry out a miscellaneous transaction selecting 'Penalty Fares-other authorised person'
- enter the PFN number, number of notices as one, amount paid and their employee number
- check the PFN number has been entered correctly and print two copies of the receipt printout
- give to the customer a copy of the receipt printout
- attach a copy of the receipt printout to the PFN, place in an envelope marked 'PFAO' in the correspondence multi-safe bag.

E PAYMENT OF INABILITY TO PAY FARE FORMS

Customers can pay the outstanding balance on an ITPF at any LU ticket office within 21 days of the form being issued.

If a customer presents an ITPF form for payment the Ticket Seller **must**;

- carry out a miscellaneous transaction selecting 'Inability to pay fare', entering the form number and the amount
- print two copies of the receipt printout
- give the customer a copy of the receipt printout as a receipt
- attach the copy of the receipt printout (and remit slip if provided) to the ITPF form, place in an envelope marked 'Revenue Prosecutions' and place in the correspondence multi-safe bag.

If more than 21 days has passed since the form was issued, a letter requesting payment of the fare plus an additional £15 administration charge will be sent to the customer. This letter includes a remittance slip with the ITPF reference number.

If an ITPF form or subsequent letter is presented more than 21 days after the date of issue, and the customer presents full payment (including the additional £15 charge), it must be accepted and processed as above. If the customer only wishes to pay part of the sum, the Ticket Seller must process payment for **at least** the value of the journey stated on the form.

F CASH COLLECTED FROM TOILET SLOT LOCKS

The Station Supervisor must empty cash from slot locks at least once a week, unless there are alternative local instructions.

The amount removed must be witnessed and verified where a second member of staff is available.

The Station Supervisor must record the details in the Station Log Book and get the witness to sign the entry.

The Station Supervisor must pay the amount into the ticket office, any spurious coins must be accounted for in the normal manner.

The Ticket Seller **must**;

- check the amount received
- carry out a miscellaneous transaction, selecting 'Slot locks / vending'
- enter the amount received and Supervisor's employee number
- give the Station Supervisor the receipt printout for retention in the Station Log Book.

