

Category 1 Standard

S1376 Customer Facing Ticketing Equipment Capability

Issue No.: A5

Issue date: October 2014
Review date: October 2019

MAYOR OF LONDON

 **Documents**
Document Sharing Hub



Contents

1	Purpose	3
2	Scope	3
3	Requirements	4
3.1	General	4
3.2	Ticketing services and information	4
3.3	Ticket purchasing / selling	4
3.4	Ticket checking	5
3.5	Ticketing reputation	5
4	Responsibilities	6
5	Supporting information	6
5.1	General considerations	6
5.2	Safety considerations	6
5.3	Environmental considerations	6
5.4	Customer considerations	6
6	References	7
6.1	LU company documents	7
6.2	Abbreviations	7
6.3	Definitions	7
6.4	Person accountable for the document	7
6.5	Document history	8



1 Purpose

- 1.1 The purpose of this Standard is to define the requirements for customer-facing ticketing equipment in LUL stations.

2 Scope

- 2.1 This standard applies to to the following ticketing services provided to customers primarily in LUL stations:
- Ticketing services and information
 - Ticket purchasing / selling
 - Ticket selling
 - Ticketing reputation
- 2.2 This Standard does not describe ticketing equipment operated by LUL staff or agents, technical characteristics of ticketing equipment, or ticketing facilities located outside of LUL stations.
- 2.3 This Standard does not cover detailed information on staff duties, services provided, machine specification, and customer information. This Standard does not cover non customer-facing issues.
- 2.4 This Standard addresses and supports customer service delivery issues of:
- Ticketing;
 - reputation;
 - Customer-facing staff; and
 - Customer needs
- insofar as they relate to customer-facing ticketing services.

Copyright London Underground Library
Provided by IHS
No reproduction or networking permitted without license from IHS
Full document details: LUL S1376 2014