Transport for London

Ticket machine graphics standard – Passenger Operated Machines

Issue 2

MAYOR OF LONDON

TRANSPORT FOR LONDON
EVERY JOURNEY MATTERS

Contents

Foreword

Foreword

The following pages illustrate the notices that are to appear on all TfL Passenger Operated Machines (POMs) for all TfL modes.

All artwork for POMs is to be obtained from the TfL Graphic Design team (corporatedesign@tfl.gov.uk). No other artwork is to be used to produce notices.

1   Ticket Vending Machine (TVM Electra)

A   ELEC_TVM_001
Header panel
(Do not use on Underground TVMs)

B   ELEC_TVM_002
Cards only

ELEC_TVM_003
Cash and cards

C   ELEC_TVM_004
This machine is managed by
(Do not use on Underground TVMs)

ELEC_TVM_005
This machine is managed by/
Cheapest fares
(Do not use on Underground TVMs)

D   ELEC_TVM_006
Insert notes here

ELEC_TVM_007
Insert notes here/Conditions

F   LUSS_101
Device number

Note
Header panels are used on freestanding
TVMs only.

Tickets
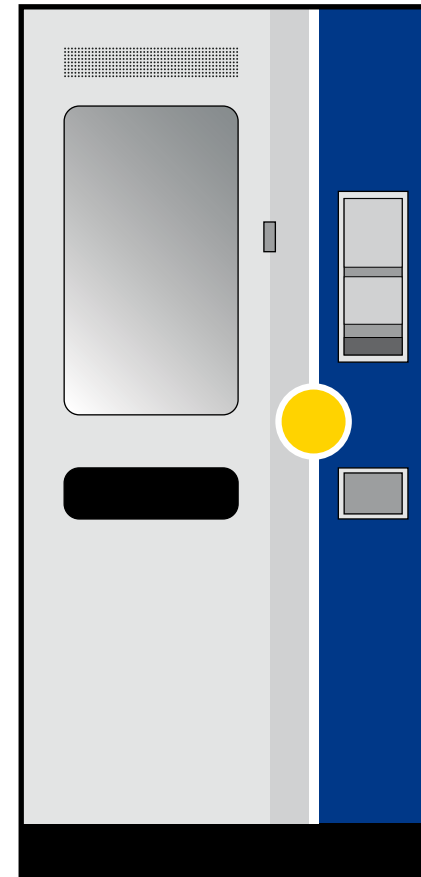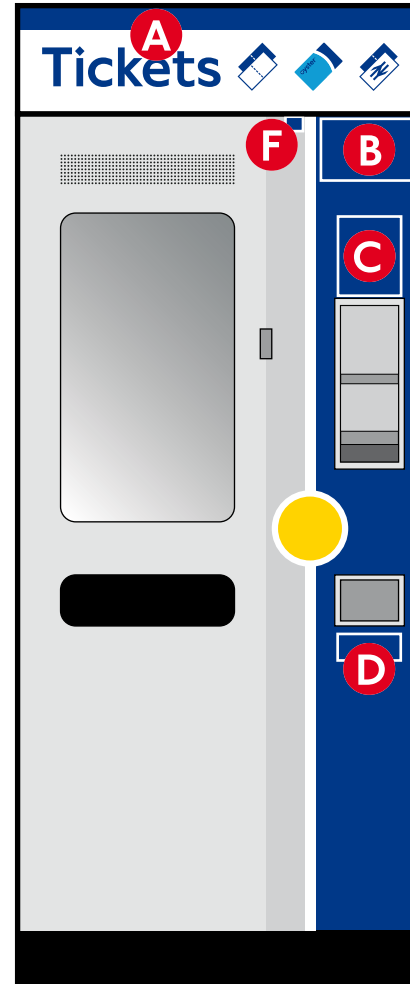
1.1　TVM Electra – Header panel

Artwork reference
ELEC_TVM_001

Position reference
A

Size
828 x 221mm

Colours
- Pantone 072 Blue
- Cyan 100%

Note
In addition to Pantone 072 Blue and Cyan 100%, each mode will have its own modal colour strip at the top of the panel as shown.

Do not use on Underground TVMs.

DLR

Elizabeth line

London Buses

London Overground

London River Services

London Trams

Victoria Coach Station

1.2   TVM Electra - Cards only

Artwork reference
ELEC_TVM_002

Position reference
B

Size
195 x 140mm

Colours
• Pantone 072 Blue

1.3   TVM Electra – Cash and cards

Artwork reference
ELEC_TVM_003

Position reference
B

Size
195 x 140mm

Colours
• Pantone 072 Blue

1.4   TVM Electra - This machine is managed by

Artwork reference
ELEC_TVM_004

Position reference
C

Size
100 x 75mm

Colours
•   Pantone 072 Blue

Note
This notice is not to be used on London Underground TVMs.

This machine is managed by TfL

If you experience any problems with this machine please contact a member of staff in the first instance, or call TfL Customer Services on 0343 222 1234*.

Please quote the time the issue occurred and the location of the TVM.

*Service and network charges may apply.
See tfl.gov.uk/terms for details

1.5 TVM Electra - This machine is managed by/Cheapest fares

Artwork reference
ELEC_TVM_005

Position reference
C

Size
100 x 207mm

Colours
• Pantone 072 Blue

Note
This notice is not to be used on London Underground TVMs.

Cheapest fares

For many longer journeys, you could save money by buying an Advance ticket. These fares are not available from this ticket machine. We recommend that you enquire at the ticket office, or book online in these cases.

Off-peak tickets

Off-peak tickets are available from this machine no less than ten minutes before the earliest time at which they are valid for travel.

Bought the wrong ticket?

If you have inadvertently bought the wrong ticket from this machine, which meant that you paid a higher fare than was necessary, you may be entitled to a refund. Please enquire at the ticket office.

This machine is managed by TfL

If you experience any problems with this machine please contact a member of staff in the first instance, or call TfL Customer Services on 0343 222 1234*.

Please quote the time the issue occurred and the location of the TVM.

*Service and network charges may apply.
See tfl.gov.uk/terms for details

1.6   TVM Electra - Insert notes here

Artwork reference
ELEC_TVM_006

Position reference
D

Size
105 x 35mm

Colours
- Pantone 072 Blue
- Pantone 485 Red

1.7   TVM Electra – Insert notes here/Conditions

Artwork reference
ELEC_TVM_007

Position reference
D

Size
105 x 88mm

Colours
•   Pantone 072 Blue
•   Pantone 485 Red

Note
This notice is not to be used on London Underground TVMs.

1.8   TVM Electra - Device number

Artwork reference
LUSS_101A

Position reference
F

Size
19 x 17mm

Colours
- Pantone 072 Blue

2   Multi Fare Machine (MFM)

D   ELEC_TVM_006
Insert notes here

E   YV_011
Yellow card reader

F   LUSS_101
Device number

H   LUSS_350
Insert bank card below

J   LUSS_100
5p not accepted

K   LUSS_338
Collect your notes here
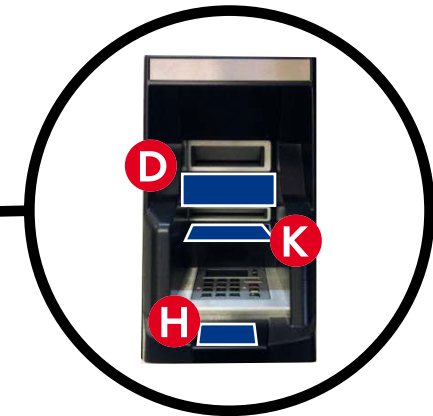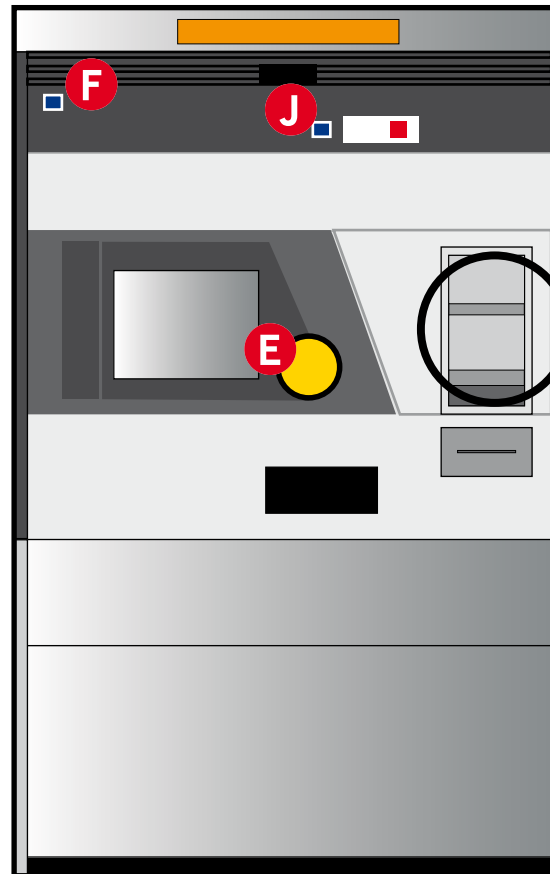
2.1   MFM - Insert notes here

Artwork reference
ELEC_TVM_006

Position reference
D

Size
105 x 35mm

Colours
• Pantone 072 Blue
• Pantone 485 Red

2.2   MFM – Yellow card reader

Artwork reference
YV_011

Position reference
E (Placed on reader)

Size
95mm (diameter)

Colours
- Pantone 116 Yellow
- Pantone Cool Grey 10

2.3 MFM – Device number

Artwork reference
LUSS_I0IA

Position reference
F

Size
I9 x I7mm

Colours
- Pantone 072 Blue

2.4 MFM – Insert bank card below

Artwork reference
LUSS_350

Position reference
H

Size
80 x 20mm

Colours
•   Pantone 072 Blue

Insert bank card below

2.5   MFM – 5p not accepted

Artwork reference
LUSS_100

Position reference
J

Size
13mm (diameter)

Colours
- Pantone 485 Red
- Black 100%

2.6   MFM – Collect your notes here

Artwork reference
LUSS_338

Position reference
K

Size
100 x 40mm

Colours
• Pantone 072 Blue
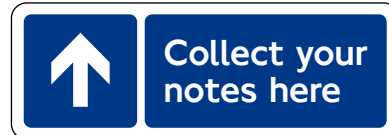
3   Advanced Fare Machine (AFM)

E   YV_011
Yellow card reader

F   LUSS_101
Device number

H   LUSS_350
Insert bank card below
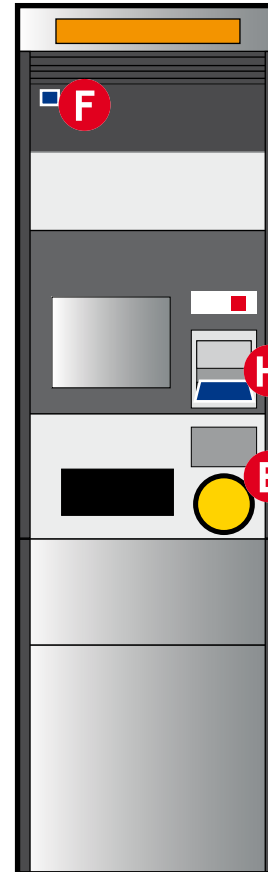
3.1   AFM – Yellow card reader

Artwork reference
YV_011

Position reference
E (Placed on reader)

Size
95mm (diameter)

Colours
- Pantone 116 Yellow
- Pantone Cool Grey 10

3.2   AFM – Device number

Artwork reference
LUSS_I0IA

Position reference
F

Size
I9 x I7mm

Colours
• Pantone 072 Blue

3.3   AFM – Insert bank card below

Artwork reference
LUSS_350

Position reference
H

Size
80 x 20mm

Colours
• Pantone 072 Blue

Insert bank card below

4   Queue Buster Machine (QBM)

E **YV_011**
Yellow card reader

F **LUSS_101**
Device number
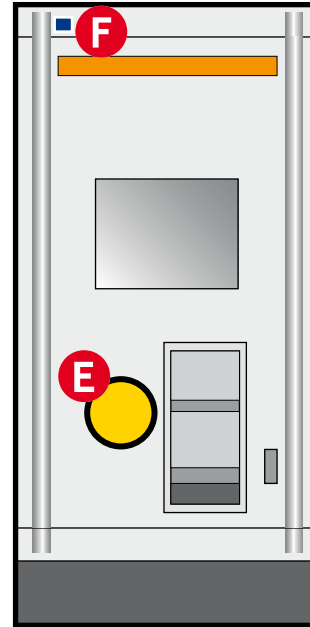
4.1   QBM – Yellow card reader

Artwork reference
YV_011

Position reference
E (Placed on reader)

Size
95mm (diameter)

Colours
- Pantone 116 Yellow
- Pantone Cool Grey 10

4.2   QBM - Device number

Artwork reference
LUSS_I0IA

Position reference
F

Size
I9 x I7mm

Colours
* Pantone 072 Blue

5 Ticket Vending Machine (TVM Worldline)

A WRLD_TVM_001
Header panel

B WRLD_TVM_002A
Oyster, bank cards, notes and coins

WRLD_TVM_002B
Bank cards, notes and coins

WRLD_TVM_002C
Bank cards

WRLD_TVM_002D
Oyster and bank cards

C WRLD_TVM_004
This machine is managed by

E YV_011
Yellow card reader

F LUSS_101
Device number

L WRLD_TVM_005
Conditions of Travel

Note
This machine is not to be used on
London Underground property.
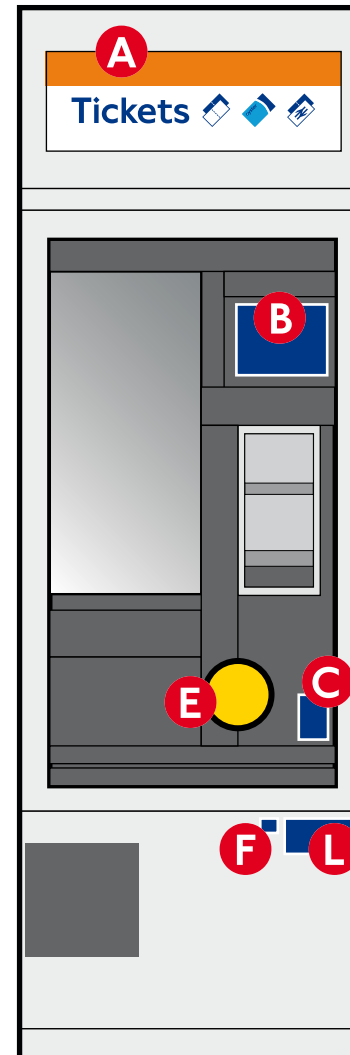
5.1   TVM Worldline – Header panel

Artwork reference
WRLD_TVM_001

Position reference
A

Size
517 x 174mm

Colours
• Pantone 072 Blue
• Cyan 100%

Note
In addition to Pantone 072 Blue and Cyan 100%, each mode will have its own modal colour strip at the top of the panel as shown.

This machine is only available to modes that operate National Rail services.

Elizabeth line

London Overground

5.2   TVM Worldline – Oyster, bank cards, notes and coins

Artwork reference
WRLD_TVM_002A

Position reference
B

Size
196 x 196mm

Colours
• Pantone 072 Blue

Oyster: Top-up

Bank cards, notes and coins accepted

Cheapest fares

For many longer journeys, you could save money by buying an Advance ticket. These fares are not available from this ticket machine. We recommend that you enquire at the ticket office, or book online in these cases.

Off-peak tickets

Off Peak tickets are available from this machine no less than ten minutes before the earliest time at which they are valid for travel.

Bought the wrong ticket?

If you have inadvertently bought the wrong ticket from this machine, which meant that you paid a higher fare than was necessary, you may be entitled to a refund. Please enquire at the ticket office.

5.3   TVM Worldline - Bank cards, notes and coins

Artwork reference
WRLD_TVM_002B

Position reference
B

Size
196 x 196mm

Colours
• Pantone 072 Blue

Bank cards, notes and coins accepted

Cheapest fares

For many longer journeys, you could save money by buying an Advance ticket. These fares are not available from this ticket machine. We recommend that you enquire at the ticket office, or book online in these cases.

Off-peak tickets

Off Peak tickets are available from this machine no less than ten minutes before the earliest time at which they are valid for travel.

Bought the wrong ticket?

If you have inadvertently bought the wrong ticket from this machine, which meant that you paid a higher fare than was necessary, you may be entitled to a refund. Please enquire at the ticket office.

5.4　TVM Worldline - Bank cards

Artwork reference
WRLD_TVM_002C

Position reference
B

Size
196 x 196mm

Colours
- Pantone 072 Blue

Bank cards only accepted
There is no cash in this machine

Cheapest fares
For many longer journeys, you could save money by buying an Advance ticket. These fares are not available from this ticket machine. We recommend that you enquire at the ticket office, or book online in these cases.

Off-peak tickets
Off Peak tickets are available from this machine no less than ten minutes before the earliest time at which they are valid for travel.

Bought the wrong ticket?
If you have inadvertently bought the wrong ticket from this machine, which meant that you paid a higher fare than was necessary, you may be entitled to a refund. Please enquire at the ticket office.

5.5   TVM Worldline - Oyster top-up and bank cards

Artwork reference
WRLD_TVM_002D

Position reference
B

Size
196 x 196mm

Colours
• Pantone 072 Blue

Oyster: Top-up

Bank cards only accepted
There is no cash in this machine

Cheapest fares
For many longer journeys, you could save money by buying an Advance ticket. These fares are not available from this ticket machine. We recommend that you enquire at the ticket office, or book online in these cases.

Off-peak tickets
Off Peak tickets are available from this machine no less than ten minutes before the earliest time at which they are valid for travel.

Bought the wrong ticket?
If you have inadvertently bought the wrong ticket from this machine, which meant that you paid a higher fare than was necessary, you may be entitled to a refund. Please enquire at the ticket office.

5.6   TVM Worldline – This machine is managed by

Artwork reference
WRLD_TVM_004

Position reference
C

Size
45 x 85mm

Colours
- Pantone 072 Blue

This machine is managed by Transport for London

If you experience any problems with this machine please contact a member of staff in the first instance, or call TfL Customer Services on 0343 222 1234*

Please quote the time the issue occurred and the location of the TVM

*Service and network charges may apply. See tfl.gov.uk/terms for details
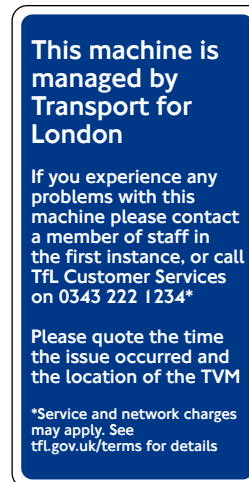
5.7   TVM Worldline – Yellow card reader

Artwork reference
YV_011

Position reference
E (Placed on reader)

Size
95mm (diameter)

Colours
- Pantone 116 Yellow
- Pantone Cool Grey 10

5.8 TVM Worldline – Device number

Artwork reference
LUSS_I0IA

Position reference
E

Size
I9 x I7mm

Colours
•   Pantone 072 Blue

5.9   TVM Worldline - Conditions of Travel
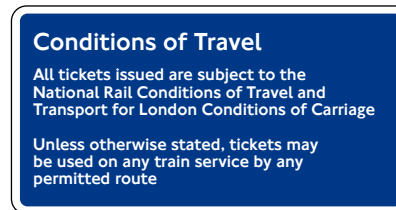
Artwork reference
WRLD_TVM_005

Position reference
L

Size
I05 x 55mm

Colours
·   Pantone 072 Blue

Conditions of Travel

All tickets issued are subject to the
National Rail Conditions of Travel and
Transport for London Conditions of Carriage

Unless otherwise stated, tickets may
be used on any train service by any
permitted route

Further information

These standards intend to outline basic principles and therefore cannot cover every application or eventuality.

In case of difficulty or doubt as to the correctness in the application of these standards, please contact The TfL Graphics team.

Email: corporatedesign@tfl.gov.uk