## Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foreword</td>
<td>3</td>
</tr>
<tr>
<td>1. Ticket Vending Machine (TVM)</td>
<td>4</td>
</tr>
<tr>
<td>Electra</td>
<td></td>
</tr>
<tr>
<td>2. Multi Fare Machine (MFM) with Bank Note Accepter</td>
<td>13</td>
</tr>
<tr>
<td>3. Multi Fare Machine (MFM) with Bank Note Recycler</td>
<td>20</td>
</tr>
<tr>
<td>4. Advanced Fare Machine</td>
<td>28</td>
</tr>
<tr>
<td>5. Queue Buster Machine</td>
<td>33</td>
</tr>
<tr>
<td>6. Ticket Vending Machine (TVM) Worldline</td>
<td>36</td>
</tr>
<tr>
<td>For further information</td>
<td>46</td>
</tr>
</tbody>
</table>
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.
Ticket Vending Machine (TVM Electra)

A ELEC_TVM_001
Header panel

B ELEC_TVM_002
Cards only

C ELEC_TVM_003
Cash and cards

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.
1.1 Ticket Vending Machine (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.

London Underground does not display a modal colour strip.
1.2 Ticket Vending Machine (TVM Electra) - Cards only

Artwork reference
ELEC_TVM_002

Position reference
B

Size
195 x 140mm

Colours
• Pantone 072 Blue
1.3 Ticket Vending Machine (TVM Electra) - Cash and cards

Artwork reference
ELEC_TVM_003

Position reference
B

Size
195 x 140mm

Colours
• Pantone 072 Blue
1.4 Ticket Vending Machine (TVM Electra) - This machine is managed by TfL

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.
Ticket Vending Machine (TVM Electra) - This machine is managed by TfL

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 Ticket Vending Machine (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 Ticket Vending Machine (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

£5 £10 £20 £50

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

Insert notes here
1.8 Ticket Vending Machine (TVM Electra) - Device number

Artwork reference
LUSS_101A

Position reference
F

Size
19 x 17mm

Colours
• Pantone 072 Blue
2 Multi Fare Machine (MFM) with bank note acceptor

D ELEC_TVM_006
   Insert notes here

E YV_011
   Yellow card reader

F LUSS_101
   Device number

G LUSS_160A
   MFM Tube map

H LUSS_350
   Insert bank card below

J LUSS_100
   5p not accepted
2.1 MFM with bank note acceptor - 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 with bank note acceptor - 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 with bank note acceptor - Device number

Artwork reference
LUSS_101A

Position reference
F

Size
19 x 17mm

Colours
• Pantone 072 Blue
2.4 MFM with bank note acceptor - Tube map

Artwork reference
LUSSA_160

Position reference
G

Size
235 x 156mm

Colours
• CMYK
2.5 MFM with bank note accepter - Insert bank card below

Artwork reference
LUSS_350

Position reference
H

Size
80 x 20mm

Colours
• Pantone 072 Blue
2.6 MFM with bank note acceptor - 5p not accepted

Artwork reference
LUSS_100

Position reference
J

Size
13mm (diameter)

Colours
• Pantone 485 Red
• Black 100%
3 Multi Fare Machine (MFM) with bank note recycler

- **D** ELEC_TVM_006
  - Insert notes here
- **E** YV_011
  - Yellow card reader
- **F** LUSS_101
  - Device number
- **G** LUSS_160A
  - MFM Tube map
- **H** LUSS_350
  - Insert bank card below
- **J** LUSS_100
  - 5p not accepted
- **K** LUSS_338
  - Collect your notes here
3.1 MFM with bank note recycler - Insert notes here

Artwork reference
ELEC_TVM_006

Position reference
D

Size
105 x 35mm

Colours
- Pantone 072 Blue
- Pantone 485 Red
3.2 MFM with bank note recycler - Yellow card reader

Artwork reference
YV_011

Position reference
E (Placed on reader)

Size
95mm (diameter)

Colours
• Pantone 116 Yellow
• Pantone Cool Grey 10
3.3 MFM with bank note recycler - Device number

Artwork reference
LUSS_101A

Position reference
F

Size
19 x 17mm

Colours
• Pantone 072 Blue
3.4  MFM with bank note recycler - Tube map

Artwork reference
LUSS_I60A

Position reference
G

Size
235 x 156mm

Colours
• CMYK
3.5  MFM with bank note recycler - Insert bank card below

Artwork reference
LUSS_350

Position reference
H

Size
80 x 20mm

Colours
• Pantone 072 Blue
3.6 MFM with bank note recycler - 5p not accepted

Artwork reference
LUSS_100

Position reference
J

Size
13mm (diameter)

Colours
• Pantone 485 Red
• Black 100%
3.7 MFM with bank note recycler - Collect your notes here

Artwork reference
LUSS_338

Position reference
K

Size
100 x 40mm

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

E YV_011
Yellow card reader

F LUSS_101
Device number

G LUSS_160B
AFM Tube map

H LUSS_350
Insert bank card below
4.1 AFM - Yellow card reader

Artwork reference
YV_0II

Position reference
E (Placed on reader)

Size
95mm (diameter)

Colours
• Pantone 116 Yellow
• Pantone Cool Grey 10
4.2 AFM - Device number

Artwork reference
LUSS_101A

Position reference
F

Size
19 x 17mm

Colours
• Pantone 072 Blue
4.3 AFM - Tube map

Artwork reference
LUSS_I60B

Position reference
G

Size
240 x 125mm

Colours
• CMYK
4.4   AFM - Insert bank card below

Artwork reference
LUSS_350

Position reference
H

Size
80 x 20mm

Colours
• Pantone 072 Blue
Queue Buster Machine (QBM)

E  YV_011
   Yellow card reader

F  LUSS_101
   Device number
5.1 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
5.2 QBM - Device number

Artwork reference
LUSS_101A

Position reference
F

Size
19 x 17mm

Colours
• Pantone 072 Blue
6 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
Device number
6.1 Ticket Vending Machine (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.
6.2 Ticket Vending Machine (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 necessary, you may be entitled to a refund. Please enquire at the ticket office.
6.3 Ticket Vending Machine (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.
6.4 Ticket Vending Machine (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.
6.5 Ticket Vending Machine (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.
6.6 Ticket Vending Machine (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
6.7 Ticket Vending Machine (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
6.8 Ticket Vending Machine (TVM Worldline) - Device number

Artwork reference
LUSS_101A

Position reference
E

Size
19 x 17mm

Colours
• Pantone 072 Blue
6.9 Ticket Vending Machine (TVM Worldline) - Conditions

Artwork reference
WRLD_TVM_005

Position reference
L

Size
105 x 55mm

Colours
• Pantone 072 Blue
For 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