



# ERG TP4000 TICKET MACHINE OPERATOR'S GUIDE.



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The following is a guide on how to use the  
ERG TP4000 Ticket Machine.

If you are in any doubt as how to use the machine  
please contact the Radio Control or Depot Staff.

**YOUR SECURITY NUMBER IS UNIQUE.  
NEVER DIVULGE IT TO ANYONE!**

## THE KEYBOARD LAYOUT

	<b>F1</b> Adult 'A' Bud. PK	<b>F2</b> Adult 'B' Bud. OP	<b>F3</b> Adult 'C' Student	<b>F4</b> Adult 'D'	<b>F5</b> Adult 'IZ'		
	<b>F6</b> Adult 'ZZ'	<b>F7</b> Adult '3Z'	<b>F8</b> Adult '4Z'	<b>F9</b> Adult '5Z'	<b>F10</b> Transfare Dest. List		
<b>1</b>	<b>2</b>	<b>3</b>	<b>F11</b> Return Single	<b>F12</b> Child	<b>F13</b> OAP Single OAP Return	<b>F14</b> Day Ticket Rover	<b>F15</b> Mega 1 Mega 2
<b>4</b>	<b>5</b>	<b>6</b>	<b>TYPE</b> Passenger Ticket	<b>PASS</b> Pass Menu	 Up Arrow	<b>ALT</b>	<b>+</b> Add Multiply
<b>7</b>	<b>8</b>	<b>9</b>	<b>£</b> Calculator Credit	<b>MEGA PASS</b> Record Mega 1 Record Mega 2	 Down Arrow	<b>ISSUE</b>	
<b>TRIP</b>	<b>0</b>	<b>C</b>					

The Keyboard has two main areas:

1. **Numeric Key Pad (Grey Buttons)** - Used to enter PIN, Route, Journey numbers, selecting options from the menus and entering ticket values.
2. **Function Keys** - Used to issue tickets, select and advance stages and credit tickets.

## SIGNING ON AT THE DEPOT

**IF THIS OPERATION IS NOT PERFORMED, YOU WILL BE UNABLE TO SIGN ON TO A BUS AS THERE IS NO EMERGENCY ON-BUS SIGN ON FACILITY.**

1. Insert your KDM (Key Data Module) into the Depot reader.
2. The Module is inserted with the loop facing down.
3. Enter four digit PIN number followed by Issue.
4. Remove Module when prompted.

## SIGNING ON TO A BUS

1. Insert your Module into the ticket machine.
2. The Module is inserted with the loop facing down
3. Enter four digit PIN number followed by Issue.
4. Enter Duty number followed by Issue
5. Select New Trip (option I) followed by Issue
6. Select Route number to operate (Use arrow keys to browse list or key in number) followed by Issue
7. Select trip direction (Outbound or Inbound) followed by Issue.
8. Enter scheduled trip start time (from RTC) using the numeric key pad (Enter hour followed by Issue, then minute followed by Issue).
9. Select the appropriate starting stage (Using the arrow keys to browse the list) followed by Issue
10. The machine will then produce a Sign-On Report, which includes information relating to the machine and vehicle. This is for your own information.

## STAGE NUMBERING

1. Stages are numbered with the Zone number followed by the stage number.
2. To advance stages press the up arrow key.
3. To decrease stages press the down arrow key.
4. Services are now split into Outward and Inward trips. As a result, the machine will require you to start a new trip at the terminus point to continue with the service.  
EG, Outward trip operates stages 1 - 10, Inward trip operates stages 10 - 1.

## START A NEW TRIP

1. Press the Trip key followed by New Trip (Option 1).
2. Repeat points 6 - 9 listed in the section "Signing on to a bus".

## SIGNING OFF THE BUS

1. At the end of your duty select the Trip key followed by end Duty (option 3).
2. The machine will then produce a Duty Report and prompt you to remove your Module.

## SIGNING OFF AT THE DEPOT

1. Insert Module into the Depot Reader and remove when prompted. No key presses are required. The Depot Reader will produce a Driver receipt ticket.

## OTHER FEATURES

1. **Credit tickets** - To credit a ticket press the ALT key followed by the £ key. This will display the tickets you will be able to credit. Select the ticket from the list and press issue, the machine will issue a ticket which must be handed into your depot along with the original.
2. **Calculator** - To work out change, select the ticket to be issued, press the £ key, enter the amount tendered, press issue. The display will show the amount of change due. Press issue again to issue the ticket.
3. **Addition** - Select the ticket to be issued followed by the + key. Each time you press the + key you will add another ticket to the original.  
Example: Select Adult 32p then press the + key three times, followed by Issue. This will produce four 32p tickets.
4. **Multiple** - Select the ticket to be issued followed by the Alt key. Press the + key and then enter the number of tickets, followed by Issue.
5. **Interim Waybill/Inspector's Ticket** - At any point when your Module is signed on to a bus you can print an interim waybill. Press the Trip key followed by option 4 INTERIM REPORT.

**ADULT STANDARD TYNE & WEAR SINGLE FARES**

TICKET TYPE	1st Key	2nd Key
Adult A Code Single	F1	Issue
Adult B Code Single	F2	Issue
Adult C Code Single	F3	Issue
Adult D Code Single	F4	Issue
Adult 1 Zone Single	F5	Issue
Adult 2 Zone Single	F6	Issue
Adult 3 Zone Single	F7	Issue
Adult 4 Zone Single	F8	Issue
Adult 5 Code Single (New & Sun only)	F9	Issue

**ADULT STANDARD RETURN FARES**

TICKET TYPE	1st Key	2nd Key	3rd Key
Adult C Code Return (SSH only)	F3	F11	Issue
Adult D Code Return	F4	F11	Issue
Adult 1 Zone Return	F5	F11	Issue
Adult 2 Zone Return	F6	F11	Issue
Adult 3 Zone Return	F7	F11	Issue
Adult 4 Zone Return (New & Sun only)	F8	F11	Issue

**TRANSFARES**

TICKET TYPE	1st Key	2nd Key	3rd Key
Adult 1 Zone Transfare	F10	NUMERIC 1	Issue
Adult 2 Zone Transfare	F10	NUMERIC 2	Issue
Adult 3 Zone Transfare	F10	NUMERIC 3	Issue
Adult 4 Zone Transfare	F10	NUMERIC 4	Issue
Adult 5 Zone Transfare	F10	NUMERIC 5	Issue
Child Transfare	F10	NUMERIC 6	Issue
OAP Transfare	F10	NUMERIC 7	Issue

**OTHER FARES**

TICKET TYPE	1st Key	2nd Key	3rd Key
Megarider	F15	Issue	
Megarider +/SSH X34/SUN 10 & 11	Alt	F15	Issue
Day Ticket	F14	Issue	
Budget Peak	Alt	F1	Issue
Budget Off Peak	Alt	F2	Issue
Student Card	Alt	F3	Issue
Child Single	F12	Issue	
OAP Single	F13	Issue	
OAP Return	Alt	F13	Issue

## PASS RECORDING

TICKET TYPE	1st Key	2nd Key
Megarider	MegaPass	Issue
Megarider +/SSH X34/SUN 10 & 11	Alt	MegaPass
Network Travelticket	Pass	Numeric 1
Scholars	Pass	Numeric 2
Employee TT	Pass	Numeric 3
Spouse	Pass	Numeric 4
Metro Ticket	F7	Numeric 5
Student Saver (Newcastle only)	Pass	Numeric 6
Other	Pass	Numeric 7
Other	Pass	Numeric 8

## ADDITIONAL METHODS OF TICKET ISSUING

### 1. Non standard Adult Single Fares (outside Tyne & Wear/Nexus Contract or special reduced fares) -

On routes or sections of routes where standard Adult Fares are replaced by special fares.

TICKET TYPE	1st Key	2nd Key	3rd Key
Cross Boundary SVCS Adult Single	Alt	Enter Value	Issue

### 2. Stored Fare look-up -

Available on all routes enter zone and stage number to calculate fare.

TICKET TYPE	1st Key	2nd Key
Stored Fare look-up	Zone/Stage No.	Issue

### 3. Using Destination List -

Available on all routes. Select destination stage from list to calculate fare.

TICKET TYPE	1st Key	2nd Key	3rd Key	4th Key	5th Key
Destination List look-up	Alt	F10	Select Stage	Issue	Issue

### 4. Browsing possible destination stages -

Available on all routes. without a fare selected to be issued, press the issue key to lock the machine into the stage you are at (the black bar will appear on the display). Then using the arrow keys the machine will show you all the other stages and fares. Simply press ISSUE when you have selected the correct destination stage and the machine will issue the correct value ticket.

TICKET TYPE	1st Key	2nd Key	3rd Key	4th Key
Browsing Destination Stages	Issue	Up/Down Arrow	Select Stage	Issue

### 5. Manual Override -

Available on all routes. Only to be used as a last resort.

TICKET TYPE	1st Key	2nd Key	3rd Key	Message	4th Key
Manual Override	Alt	Key Value	Issue	Warning	Issue