**NEWS FROM**

**Issue date: 12th June 2024**

**TransMach awarded ETM contract by new South Yorkshire Supertram operator**

In preparation for the operational handover of South Yorkshire Supertram to South Yorkshire Future Trams Limited, which is running the 48-stop service on behalf of the South Yorkshire Mayoral Combined Authority (SYMCA), TransMach has been appointed to provide the operator with its contactless electronic ticket machines(ETMs).

As part of a new contract awarded by SYMCA, specialist smart ticketing solutions provider TransMach, is supplying Supertram with 90 of its handheld TM920 Pro devices, which will enable conductors to retail paper and smart tickets and accept pre-purchased smart tickets, as well as process cash and contactless transactions.

These units accept contactless bankcard (cEMV) payments, ITSO smartcards and QR codes, that are fully integrated with SYMCA’s mobile app, which uses TransMach's own dynamic barcodes.

In addition, SYMCA will benefit from TransMach’s innovative work on developing a cross-industry PAR deny list and real-time barcode checking, to protect revenue and minimise the risk of contactless ticket fraud.

Commenting on its contract with SYMCA, TransMach’s Director, Minesh Vandra, said:

“We’re delighted to be supporting SYMCA as it takes over the operation of South Yorkshire Supertram. Our mission is to help local authorities and transport operators to make significant efficiencies in cost and time, by harnessing the benefits of security-assured contactless ticketing technology, backed up by a dedicated support function and cloud-based asset management. Being part of a cross-industry group in the development of the PAR Deny List protocol sets a new standard in safeguarding critical data and systems and this important work will strengthen SYMCA’s operation considerably. TransMach takes a bespoke approach to every project, to ensure that customers can identify areas where improvements can be made.”

Suzanne Hutchinson, Head of Commercial Development at SYMCA said:

 “It has been a pleasure working with TransMach and colleagues in the existing Stagecoach Supertram operation and at both Yorcard and internally at SYMCA to get this project over the line, which was very challenging in terms of timescale for delivery. TransMach have been tremendously responsive to our input and requests in delivering a tram-based configuration appropriate to South Yorkshire’s operating area and the current mix of tram-only and multi-operator TravelMaster ticketing, whilst also embracing the new contactless technology through Littlepay and Elavon”.

SYMCA was able to appoint TransMach due to the ticketing specialist’s inclusion on the new National Mobilities Procurement Hub (NMPH), developed by [SAM](https://www.talktosam.co.uk/about-us/) (Smart Applications Management). This UK-wide membership resource enables national and local Government, Combined Authorities, public sector bodies and transport operators to have direct access to a full range of ITSO and wider transport mobility services, without having to complete individual, costly and time-consuming procurement applications.

**PHOTO CAPTION left to right:**

Minesh Vandra, Director, TransMach; Jeremy Meal, Former Retail Lead, SYMCA; Nigel Wragg, Commercial Manager, SYMCA.

**Ends**

News release issued by Blackbird Communications on behalf of TransMach.

Media contact: Stuart Brooks, Tel: 07803153329

stuartb@blackbirdcommunications.co.uk

**Note to Editors:**

In partnership with global transport payment processing infrastructure company, Littlepay, and other ticketing device vendors, TransMach has developed a cross-sector PAR-based Deny List protocol, that’s been designed to protect against 'mobile wallet flipping’. This occurs when fraudulent passengers avoid paying by re-registering cards, that results in a new primary account number (PAN), which bypasses existing card deny list mechanisms.

By utilising the industry-wide Payment Account Reference (PAR) token, the new protocol features an additional blocking feature based on the PAR, in order to block cardholders at the account level, thereby preventing fraudulent transactions. PAR links all the cards in an account and does not change when a mobile wallet is ‘flipped’, which prevents any re-registrations.

For more information about its contactless ticketing solutions, visit [TransMach](http://www.transmach.co.uk/)