

Rail Delivery Group



Guide to Rail Retailing

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Version History

Version	Comments
P-01-00	<ul style="list-style-type: none"> -Review drafts, add some information from other documentation -Add CTR to Terms and Definitions -Clarify obligations of using Passenger Assist in 7.7.4 -Update section on RCS as the data is daily, not weekly -Mention Bulletins, including where compliance is due within less than one year -Correct referencing errors -Wording alterations to improve readability -Admin updates to reflect changes within RDG

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Terms and Definitions

Term	Definition
ASSIST	Accreditation Standards Site Integrating System Toolset. The TIS Accreditation and Compliance Standards website
CCST	Credit Card Sized Ticket; includes CCST X, where the format is specified in XML
CTR	Customer Transaction Record. Provided for ToD bookings
DTS	Digital Ticketing Services, an expansion of the team formally known as Central Back Office, CBO
KB	National Rail Enquiries KnowledgeBase
IDMS	IPTIS Data Management Service. Centralised customer facing data, e.g. for station names
IPTIS	Integrated Public Transport Information System
Lennon	Latest Earnings Networked Nationally Over Night. The financial settlements system for train operating companies
LSM	Live Sales Management – the ToD database
PA	Passenger Assist
PMS	Product Management System. The RDG system that contains fares information
PRT	Paper Roll Ticket
RARS	Rail Availability and Reservation Service
RCS	Retail Control Service; RDG system for controlling which retailer(s) may retail a particular product and its permitted fulfilment options
RDG	Rail Delivery Group
RG	Routeing Guide
SDCI+	Standard Data Capture Interface +. The batch file interface definition for Lennon
Smart ticket	A rail ticket that is either issued to a smartcard or has a barcode
TfL	Transport for London
TIS	Ticket Issuing System
TOC	Train Operating Company
ToD	Ticketing on Departure: where a purchase is made online and the customer is given an 8-digit CTR reference to fulfil at a ticket office machine or TVM later, using LSM.
TMC	Travel Management Company
TOM	Ticket Office Machine
TVM	Ticket Vending Machine

1. Introduction

1.1 Overview

1.1.1 This document outlines the processes of how retailers sell products and their relationship with the Rail Delivery Group (RDG).

1.2 Purpose

1.2.1 The purpose of this document is to inform prospective retailers of the retail processes, so that they understand:

- RDG processes
- Their own obligations.

1.3 Scope

1.3.1 The Scope of this document is as follows:

- Specifies retailer obligations
- Establishes RDG's role
- Gives guidelines for retailing products
- Outlines industry systems, their purpose and how they are used.

2. Rail Delivery Group

2.1 What is RDG?

- 2.1.1 The Association of Train Operating Companies (ATOC) was set up after privatisation in 1993, to bring together all train companies to preserve and enhance the benefits for passengers of Britain's national rail network.
- 2.1.2 In 2011, one of the recommendations made by the McNulty rail value for money report was that a leadership body be established to take responsibility for coordinating and leading on cross-industry initiatives. The Rail Delivery Group (RDG) was established in June 2011 by the major passenger and freight train operator groups and Network Rail to fulfil this role.
- 2.1.3 For more information about RDG, visit <https://www.raildeliverygroup.com/>

3. Licensing

3.1 You will need to be licensed by Rail Delivery Group if you intend to become a Retail Partner and sell National Rail products and we offer a range of licences depending on the type of retailing operation you are considering; see <https://www.atotravelagents.org/third-party-retailing/third-party-licences> for more information. To enquire about licensing, including costs and predicted timescales, please email enquiries@raildeliverygroup.com.

3.2 The retailer needs to use an accredited Ticket Issuing System (TIS) in order to sell National Rail products (see section 4 for details).

3.3 Third Party Investor Licence (TPIL)

3.3.1 This is the most comprehensive licence, and is aimed at B2C retailers who wish to establish a strong market presence in a number of channels. This licence offers access to the broadest range of products although there are some exclusions which are listed in the licence. This licence is suitable for:

- B2C
- B2B – Travel Management Companies (TMCs) & Corporates
- White label

3.4 Interim Retailing Licence (IRL)

3.4.1 This is used whilst you develop your full retailing capability and move onto a TPIL. This licence gives you access the same range of products as the TPIL and with the same exclusions although for a reduced term, generally 12 months. This licence is suitable for:

- B2C
- B2B – TMC & Corporates
- White label by exception

3.5 Travel Agents Licence (TAL)

3.5.1 This licence is aimed at Travel Management Companies who are selling National Rail products to corporate customers. This Licence is suitable for:

- B2B retailers – TMC & Travel Agents

3.6 Season Ticket Retailing Licence

3.6.1 Season tickets are currently excluded from the mainstream Third Party Investor and Travel Agent Licences. However, prospective retailers may apply to join the Season Ticket trial programme which operates on a 12 month rolling basis. This Licence is suitable for:

- B2C
- B2B – TMC & Travel Agent
- White label

3.7 Inclusive Tour (ITX) Licence

3.7.1 This licence is for specialist retailers who sell leisure packages which include rail travel. The ITX fares range is different from the normal National Rail fares structure and retailers will require access to a dedicated ITX sales system. This Licence is suitable for:

- B2C, B2B and B2B2C retailing where the rail element is part of a leisure package.

3.8 International Sales Licence (ISL)

3.8.1 The ISL is for retailers who either already have a strong international rail retail presence and sub-agent network, or who are looking to develop beyond the UK market. As well as selling the mainstream National Rail fares range to overseas residents, the ISL covers the BritRail Pass, a range of leisure passes sold exclusively in international markets. This Licence is suitable for:

- B2C
- B2B – TMC & Corporates
- White label

For more information on licensing, contact the licensing team.

4. RDG TIS Accreditation

- 4.1 All TIS must undergo Accreditation by RDG before they can sell and/or issue tickets in the Live environment.
- 4.2 Essentially the TIS accreditation process involves checking the output of TIS supplier testing to ensure that the TIS complies with all relevant RDG documentation.
- 4.3 The Accreditation process is managed through the ASSIST website.
- 4.4 The TIS accreditation process is described in more detail in RSPA2000: 'TIS Accreditation Guide'.

4.5 Documentation

- 4.5.1 RDG manage various documents in the Documentation Library of ASSIST. Many of these documents contain tests which must be run against a TIS to achieve accreditation, or explain how to access data feeds.

5. Rail Retailing Processes

5.1 Select a Product

5.1.1 This process involves deciding which product(s) to proceed with, based on input from the customer. It may involve Journey Planning (see section 6) if the customer does not know specifically which product they wish to buy.

5.2 Make a Sale

5.2.1 This process involves taking payment from the customer, and updating retail systems to record the fact that a sale has taken place.

5.3 Product Fulfilment

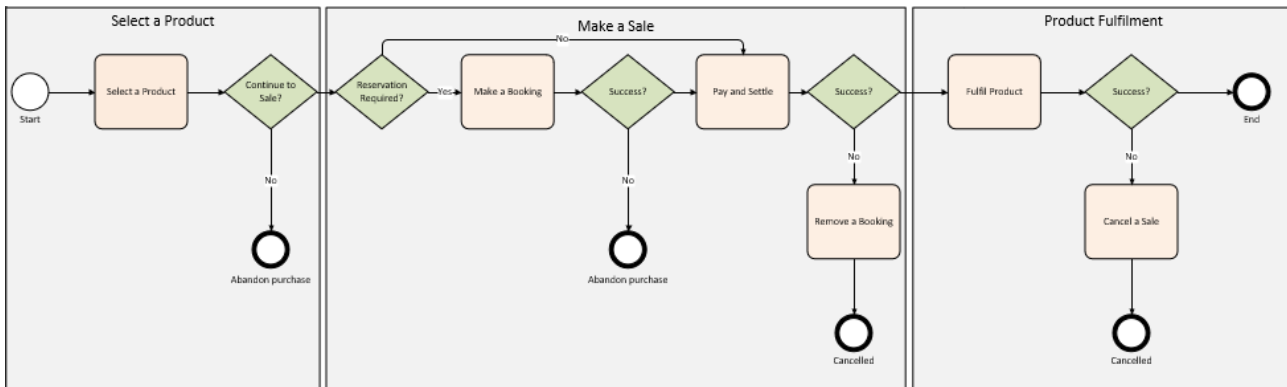
5.3.1 This process involves issuing the product(s) purchased to a fulfilment method (see section 10) so that a customer has a valid permit to travel.

5.4 After Sale Events

5.4.1 These processes happen after fulfilment has taken place. A variety of different processes may be carried out for various reasons, e.g. refund.

5.5 Diagram

5.5.1 The above processes are shown visually in the diagram below.



6. Journey Planning

- 6.1 Journey Planning involves offering a customer the possible trains they can catch in addition to displaying fares for a selected journey (sale and issue of tickets without Journey Planning is known as 'Fare Only Enquiry').
- 6.2 It is not mandatory for retailers to offer Journey Planning.
- 6.3 Different trains may incur different prices, either due to a different amount of quota-controlled products already sold for the journey, or due to the fact that some trains are in the peak period and some trains in the off-peak period.
- 6.4 This means that customers who may not be familiar with the route or journey that they are about to take can make an informed decision about which ticket to buy (i.e. balance cost and convenience).

7. RDG Systems

7.1 RDG manage various systems, some of which retailers must use, others must only be used if a retailer adopts particular functionality.

7.2 ASSIST

7.2.1 ASSIST is the RDG TIS Accreditation & Compliance Standards website which enables TIS suppliers and RDG to manage changes to TIS and Compliance Standards over time, with the aim of providing a clear and effective accreditation process.

7.2.2 When a TIS supplier develops or upgrades an existing system, they use the relevant documentation in ASSIST to ensure the system will be industry compliant.

7.2.3 TIS suppliers submit an accreditation application through ASSIST which initiates the accreditation process.

7.2.4 Version control of compliance standards (referred to as 'Subjects') and document review processes are managed through ASSIST.

7.2.5 ASSIST provides analysis and testing tools for CTR, SDCI+, CCST, and PRT to help with the development and accreditation processes.

7.2.6 Use of ASSIST by TIS suppliers is mandatory.

7.3 Digital Ticketing Services (DTS)

7.3.1 Digital Ticketing Services (DTS) is a rail-industry shared service, managed and operated by RDG to enable, support and innovate the use of ITSO-based smart ticketing solutions across multiple service operators' routes. The DTS supports, or is interoperable with, all ITSO passenger rail schemes in Great Britain. It currently provides services to 14 TOCs and is interoperable with other TOC back offices and that of Transport for London (TfL). The current DTS infrastructure contains the following core components:

- Host Operator or Processing System (HOPS), and Remote POST Service; and
- Transaction Management System (TMS).

7.3.2 Smartcard Bureau Services (SBS) are also provided by the DTS.

7.3.3 Use of DTS by TIS suppliers that offer smartcard products is currently not mandatory.

7.3.4 The DTS is not used by TIS suppliers who do not offer smartcard fulfilment.

7.4 Knowledgebase

7.4.1 Knowledgebase (KB) is the name given to the backend engine that contains all the textual content provided on the National Rail Enquiries (NRE) website. It holds a range of rich supplementary information, both static and real-time, about travelling by train on the GB rail network.

7.4.2 KB contains a database of static information about the facilities at each of the 2500+ stations on the network, including specific information about available facilities for those with accessibility needs. Whilst this data is held centrally in the NRE Knowledgebase, it is kept up-to-date by each of the TOCs responsible for operating and maintaining the stations.

7.4.3 Another primary content base held in KB is contextual information about real-time disruption to train services, along with detail about planned changes to services due to engineering work. Other

content includes information about the train operating companies, ticket types, promotions, fares and restrictions.

7.5 Lennon

- 7.5.1 Lennon receives, validates and processes 2 million railway ticket transactions every day from retailing Ticket Issuing Systems. These sales are apportioned each day as earnings across the Train Operating Companies and 250 third parties. Commission is calculated on every earning, ensuring that all rail industry retailers automatically receive the industry agreed commission rates.
- 7.5.2 Lennon holds critical industry reference data that permits accurate apportionment of sales and recording of transactions. Lennon also distributes periodic Lennon reports to TOCs. These enable them to manage their businesses, reconcile their books and create balance sheets.
- 7.5.3 Data from every sale and issue must always be sent to Lennon, and must be done so in SDCI+ format, so that TOCs can reconcile their accounts.
- 7.5.4 Use of Lennon by TIS suppliers is mandatory.

7.6 Live Sales Management (LSM)

- 7.6.1 Live Sales Management supports Ticket on Departure (ToD), which enables customers to purchase rail products in advance of travel from a rail retailing website or telesales outlet and recall and collect them prior to travel from another location, usually a ticket machine at the customer's departure station.
- 7.6.2 The rail retailer uses the Live Sales Management (LSM) database to place and store the rail product information associated with the customer's purchase and provides the customer with a unique reference code generated by the LSM Service.
- 7.6.3 The customer collects their rail product from a station ticket vending machine (TVM) or staffed station ticket office machine (TOM) using the unique LSM reference code (i.e. the CTR) and presenting the payment card which was used to purchase the product.
- 7.6.4 The retailer of the rail product receives retailing commission in the standard way, but then pays issuing commission to the owner of the ticket machine where the rail product is collected and also pays a service charge for using the LSM and ancillary services.
- 7.6.5 Use of LSM by TIS retailers is mandatory if they perform Ticket on Departure (ToD) fulfilment (see section 10.11).

7.7 Passenger Assist (PA)

7.7.1 The Passenger Assist system enables the user to perform the following:

- Record a customer booking for assistance on a journey
- Manage customer service through the use of standard built in workflows, management information reports, and recording of customers journey progress

7.7.2 Passenger Assist consists of five different components:

- Platform
- Staff Web Interface
- Staff Mobile App
- Passenger Web Interface
- Passenger Mobile App

7.7.3 Requests for assistance can be received in one of the four ways:

- Via telephone to a train operating company (TOC) call centre or other authorized location
- At a station by an authorized person
- Via an online assistance request form
- Via Passenger Assistance

7.7.4 Use of Passenger Assist by TOCs is mandatory. Therefore, TOCs may request that their TIS suppliers implement functionality to allow passengers to book assistance.

7.8 Product Management System (PMS)

7.8.1 PMS (Product Management System) is an integrated product management system that enables rail products and timetable data, together with associated industry reference data, to be created, stored, maintained and distributed.

7.8.2 The system applies regulatory compliance management in relation to fares and product creation through a set of in-system maintained business rules and workflow.

7.8.3 It supports the receipt of timetable data, containing all national rail passenger train services and location data, from external systems and the manual creation of third party timetable data. It provides the facility for the creation and maintenance of timetable information including intermodal travel, bus-rail links and ferry crossings but does not include real time train running information.

7.8.4 TOCs use PMS to create, maintain and price their own compliant rail fare products. Most fares are created or priced by TOCs during one of three fares setting rounds each year.

7.8.5 DfT use PMS to monitor the regulatory compliance of rail fares and search for information.

7.8.6 Each night, PMS also performs a conversion and batch distribution of published products, product reference data and timetable data for onward distribution to other RDG systems, journey planning and ticket issuing systems.

7.8.7 Use of PMS data by TIS suppliers is mandatory.

7.9 Rail Availability and Reservation Service (RARS)

- 7.9.1 Rail Availability and Reservation Service (RARS) delivers real-time information on the availability of accommodation on trains across Britain. It also allows customers to book seats through train operators, retailers and travel agents - providing up-to-date seat booking information for on-train displays.
- 7.9.2 The RARS Platform is made up of a number of elements which TOCS can use to configure which trains have reservable seating in RARS.
- 7.9.3 Phase 2 (in flight) will provide new functionality and capabilities via New Retail APIs.
- 7.9.4 Use RARS by TIS suppliers is mandatory if they offer reservations.

7.10 Retail Control Service (RCS)

- 7.10.1 RCS accepts, securely stores and exports reference data. It provides functionality via a web interface to allow TOCs to publish the specific routes on which smart, mobile, or paper tickets can be used for travel on their train services. A routine is run every day to collect this data and distribute it to TIS suppliers and non-TOC rail retailers as either XML feeds or fixed length LDAT format. TIS Suppliers and non-TOC retailers use the data as a control mechanism to determine what product can and cannot be fulfilled on i.e. mobile and smart media.
- 7.10.2 RCS also holds reference data detailing which products can be fulfilled by ToD and which GB rail stations offer ToD collection facilities. This data is also sent out to TIS suppliers and non-TOC rail retailers via XML feeds on a daily basis.
- 7.10.3 Use of RCS data feeds by TIS suppliers is mandatory.

7.11 Routeing Guide

- 7.11.1 The Routeing Guide dictates the customer travel options from a journey origin to a journey destination by applying a set of rules and associated reference data to the public timetable and available fares. For example, journeys that are made using a through-train or by the shortest route are considered always permitted routes (subject to the correct fare being paid for the journey undertaken). Where a journey is being undertaken that does not use a through-train or the shortest journey, the Routeing Guide determines whether the proposed journey is a permitted route.
- 7.11.2 Amendments to permitted routes can be made by TOCs by requests to change the Routeing Guide data. Changes to the Routeing Guide data are made by RDG through a maintenance portal.
- 7.11.3 Use of the Routeing Guide by TIS suppliers is mandatory if they offer Journey Planning.

8. Data Feeds

8.1 RDG supply various data feeds, usage of which is either optional or mandatory.

8.2 RSPS5044: IPTIS Data Management Service Reference Data

8.2.1 This standard provides information on the use of IPTIS Data Management Service (IDMS) data. This is a broad set of reference data that must be used by TIS/JIS when applicable. For example: various forms of Location, Station or Route, Ticket or Discount (Railcard), Rover/Ranger and TOC names that are used depending on the use of this information; the valid Stations within a Group for a specific Route; the Stations that form a Group Station; an NLC to CRS cross-reference; and fixed-links to/from Zone1/DLR locations.

8.3 RSPS5045: Fares and Associated Data Feed Interface Specification

8.3.1 This document describes in detail the Data Feed for the extraction of Fares information from the Data Transformation and Distribution Service (DTD).

8.4 RSPS5046: Timetable Information Data Feed Interface Specification

8.4.1 This document describes the file structure of all the Timetable files of the Timetable Feed and provides technical details of how these files are made available to registered recipients of the data.

8.5 RSPS5047: National Routeing Guide Data Feed Specification

8.5.1 This document describes the Data Feed for the extraction of National Routeing Guide (NRG) data from the Data Transformation and Distribution (DTD) Service. DTD is a service owned by RDG.

8.6 RSPS5050: Knowledgebase XML Data Feeds

8.6.1 This document provides information on the use of National Rail Enquiries (NRE) Knowledgebase (KB) data. Knowledgebase is a system used by NRE which maintains data used in their websites and other channels.

8.7 RSPS5052: RDG Supplementary Reference Data

8.7.1 The purpose of this document is to provide information on, and rules for using the following RDG Supplementary reference data:

- Remote origin Travelcard mappings.
- PlusBus excluded station pairs.
- Fare Group Invalid Stations.
- CRS Stations.
- Welsh Station Names.
- Flexi Products.
- Darwin Average Train Loading Data.

9. Ticket Issuing Systems (TIS)

9.1 A TIS is any system which sells or issues rail products (i.e. tickets) onto any Fulfilment Method (e.g. barcode tickets, smartcards, paper tickets).

9.2 Types of Ticket Issuing Systems

9.2.1 The various types of Ticket Issuing systems are outlined below:

9.3 Customer installed (app)

9.3.1 Most commonly an app downloaded from an app store and installed on a customer device.

9.4 Mobile/Handheld TIS

9.4.1 Used by rail staff most commonly to sell and issue tickets on train, but also used for “queue busting” at busy stations, or at ticket office windows.

9.5 Ticket Office Machine (TOM)

9.5.1 A TIS installed at a ticket office window to sell and issue tickets to customers.

9.6 Ticket Vending Machine (TVM)

9.6.1 A vending machine which can sell and issue rail tickets. They are customer-operated, and don't require rail staff intervention for normal operations.

9.7 WebTIS

9.7.1 A website that sells and issues train tickets. Can be used for ToD (see section 10.11) or, increasingly, can generate smart tickets which can be immediately issued to customers.

10. Fulfilment Methods

10.1 A rail product (permit to travel) can only exist once it has been fulfilled to a fulfilment method. Please see below for information on the different fulfilment methods available.

10.2 In addition to the diagram in section 11.1, RCS must be used to ascertain whether there are any additional fulfilment restrictions for a particular rail product. See section 7.10 for information on RCS.

10.3 Credit Card Sized Ticket (CCST X)

10.3.1 An orange paperboard ticket the size of a credit card, also known as 'magstripe' tickets due to the magnetic stripe on the rear. Requires a specialised printer to issue.

10.4 Digital Railcard

10.4.1 A Railcard which can be purchased from and issued to a customer device (e.g. smartphone or tablet computer). After purchase it can be displayed on the device (no physical or paper Railcard required).

10.5 eTicket

10.5.1 eTickets can be fulfilled electronically to a customer device's native wallet. Alternatively, they may be issued as a pdf file, which the customer may show on their device, or print on A4 paper. They contain a human readable section and a machine readable barcode.

10.5.2 eTickets are also sometimes issued on plain white receipt paper by Ticket Vending Machines.

10.6 ITSO Smartcard

10.6.1 Mainly used for annual Season tickets, these allow customers to start and end their journey by 'tapping in' and 'tapping out' at ticket gates or validators.

10.7 mTicket

10.7.1 mTickets are issued to customers within a customer installed app on a smartphone. They contain a human readable section and a machine readable barcode.

10.8 Oyster

10.8.1 Oyster smartcards are managed and issued by TfL. However, certain National Rail TOCs allow Oyster Pay as You Go credit to be used in Standard Class on their services.

10.8.2 For more information on Oyster, please contact TfL.

10.9 Paper Roll Ticket (PRT)

10.9.1 A ticket with a barcode issued using bespoke receipt paper.

10.10 sTicket

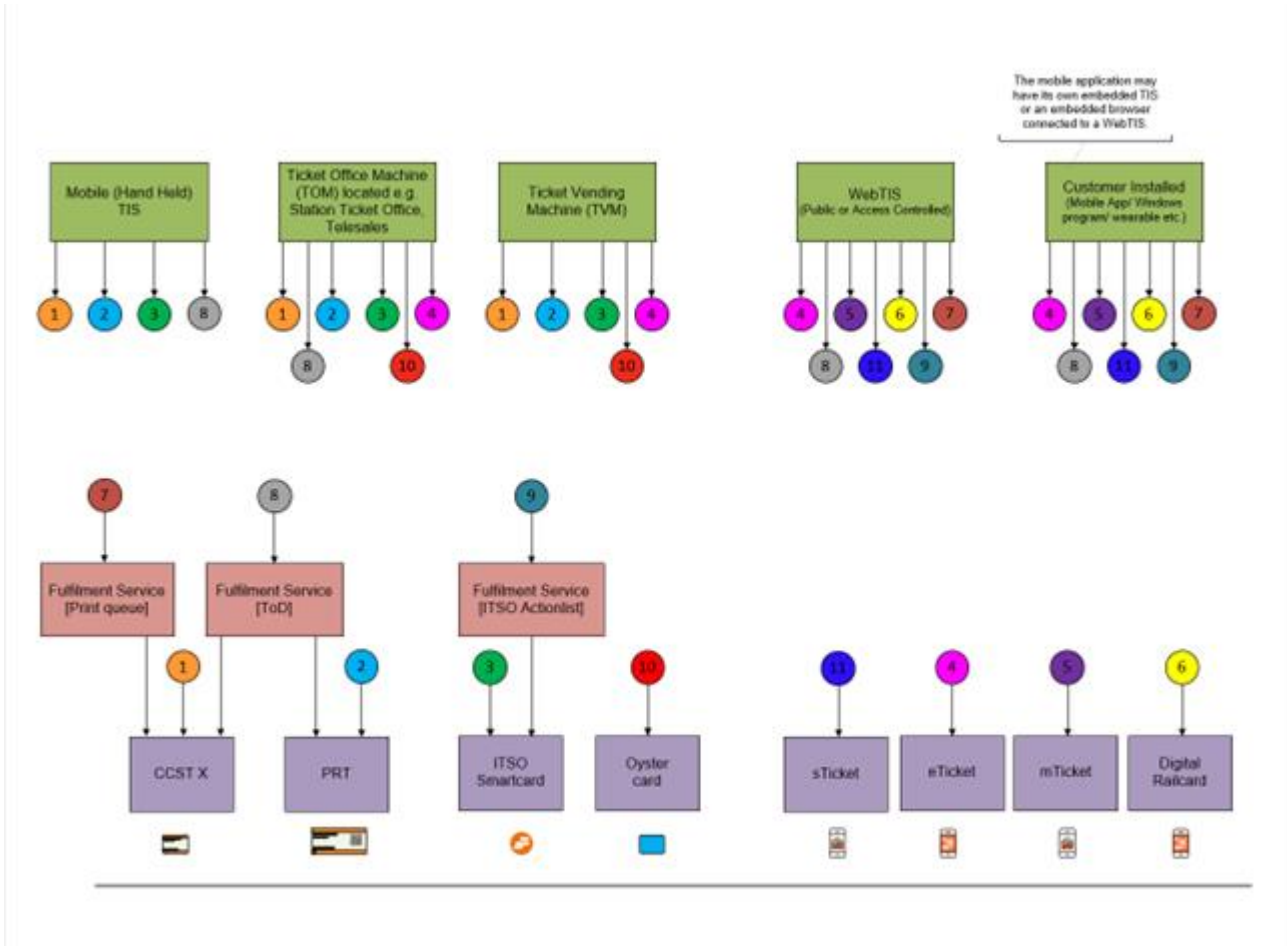
10.10.1 sTickets are issued to customers within a customer installed app on a device. They contain a human readable section and a machine readable barcode, which is periodically updated for fraud prevention reasons. Currently, sTickets are mainly used for Season tickets.

10.11 Ticket on Departure (ToD)

- 10.11.1 Ticket on Departure allows a customer to buy one or more products online, and later issue them at a TVM or TOM as CCST or PRT tickets, by storing a CTR on the LSM database.

11. Permitted Fulfilment Methods Diagram

11.1 The below diagram outlines the permitted TIS/fulfilment method combinations:



12. Live Operation

- 12.1 TIS must not breach their licensing conditions whilst operating in the Live environment.
- 12.2 RDG reserve the right to check the TIS functionality and raise any suspected issues with the TIS supplier.
- 12.3 Accredited TIS must ensure they stay up to date with new versions of documentation that applies to their TIS (normally, when a new version or document is released, TIS Suppliers have one year to comply).
- 12.4 Accredited TIS must be re-accredited at least once every three years, regardless of whether 12.3 applies.

12.5 Changes

- 12.5.1 Sometimes, RDG may mandate that changes are made to TIS, outside of the review cycle of a Compliance Subject. This is normally done via a Bulletin. Bulletins can be viewed in ASSIST.
- 12.5.2 Rarely, a Bulletin might mandate that changes must be made within less than a year. Where this occurs, it is often due to factors outside of RDG's control, e.g. changes within the payment card industry.

12.6 Upgrades

- 12.6.1 If a TIS supplier wishes to enhance their TIS functionality, a new software version must be created. It must be accredited by RDG Accreditation before it can operate in the live environment, hence a new application must first be made in ASSIST.
- 12.6.2 TIS suppliers are expected to stay up to date with security patches of any third party software that they use (e.g. Microsoft Windows).

12.7 TIS Withdrawal Process

- 12.7.1 The correct procedure must be followed when withdrawing an individual TIS machine, e.g. the "Withdrawal of TIS Machine Form" must be filled out.

End.