

TAP TSI

Telematics Applications for Passenger Services
Technical Specifications for Interoperability



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DIRECT FULFILMENT IMPLEMENTATION GUIDE

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Author: Ugo Dell’Arciprete (Work Stream Leader)

Owner: TAP Phase One Project Team

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1 Progress History

1.1 Document Location

This document will be uploaded to the “TAP TSI/TAP Retail activities/Fulfilment _ Ticketing (EG F)/ Working documents/User Guides” folder of the project extranet (members’ area).

1.2 Revision History

Date of delivery: 13 May 2012

Revision date	Previous revision date	Summary of Changes	Changes marked
		First issue	None
2012-01-27	2012-01-07	Drafting of chapters 4, 5, 6, 7	
2012-03-19	2012-01-27		
2012-03-31	2012-03-19	Changes in chapter 10	
2012-04-12	2012-03-31	Taken out CRs, included CIT’s role, developed glossary	
2012-05-01	2012-04-12	Chapters 6.2, 8.2, 9, glossary	
2012-05-10	2012-05-01	Ch. 6, 10, glossary, general review	
2012-05-13	2012-05-10	Final editing	

1.3 Approvals

This document requires the following approvals.

Name/ Entity	Title/ Remark	Approval	Date of Issue	Version
Project Team	Project Manager, Work Stream Leaders, Project Assistant	Done	11 May 2012	1.0
TAP Steering Committee	Chairs, members and alternates		15 May 2012	1.0

1.4 Distribution

This document is distributed to:

Name/ Entity	Title/ Remark	Date of Issue	Version
DG MOVE, ERA	Official recipients of the project deliverables	13 May 2012	1.0
TAP SteCo	Chairs, members and alternates	13 May 2012	1.0

1.5 Document maintenance

This document is maintained by the Governance Entity.

Any stakeholder detecting errors or needing clarifications can contact the Governance Entity (e-mail address to be defined).

Until the Governance Entity is operational, stakeholders are invited to contact the following e-mail address: tap-tsi@uic.org.

Proposals for additions or updates can be sent to the same mail addresses, and will undergo the Change Control Management process described in the TAP Implementation Guides Overview.

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3 Purpose

Regulation 454/2011 requires at the end of Phase One the issuing of deliverables on three areas:

- detailed IT specifications
- governance
- master plan

In particular “The detailed IT specifications shall describe the system and shall indicate in a clear and unambiguous manner how the system fulfils the requirements of the TAP TSI. The development of such specifications requires a systematic analysis of the relevant technical, operational, economic and institutional issues that underpin the process of implementing the TAP TSI. Therefore, deliverables shall include, but shall not be limited to, the following:

1. Functional, technical and performance specifications, the associated data, the interface requirements, the security and the quality requirements.
2. The outline of the global architecture of the system. It shall describe how the requisite components interact and fit together. This shall be based on the analysis of the system configurations capable of integrating the legacy IT facilities, while delivering the required functionality and performance.”

The purpose of this document is to provide specifications, in addition to what is already stated in the TAP itself and its accompanying Technical Documents (TDs), in order to facilitate all stakeholders involved in the TAP process, and in particular in the production of travel documents, to correctly fulfil their obligations or assert their rights.

Since the TAP Basic Parameters and Technical Documents have been established largely on the basis of the current way of operation of the incumbent European RUs, the specifications of this document are intended mainly for the use of the RUs entering the market (“newcomers”) and of the small RUs and RUs that are not members of rail sector representative bodies.

Nevertheless part of the specifications will benefit all RUs, including the incumbent ones, in fulfilling possible new requirements introduced from scratch by the TAP TSI.

At the same time, this document intends to give detailed specifications on how third parties identified by the TAP as legitimate actors of the fulfilment process can participate, from a technical and organisational point of view. The TAP TSI provides the framework for future enhancements of data exchange between RUs and/or Third Parties.

Chapter 8 “Current situation” provides an overview, for information purpose only, on how the subject is currently managed by the main European RUs, in case a new or smaller Ru would like to adopt the same solution. Of course the only legal obligation remains the compliance with TAP TSI.

4 Background documents

The documents one has to know to implement direct fulfilment according to TAP are:

- Commission Regulation(EU) No 454/2011 of 5 May 2011 on the technical specification for interoperability relating to the subsystem 'telematics applications for passenger services' of the trans-European rail system - Basic Parameter 4.2.11 - Process 4.2.11.1
- TAP TSI: ANNEX B.6 - Electronic Seat/Berth Reservation and Electronic Production of Transport Documents - Transport Documents (RCT2 Standard); Reference ERA/TD/2009-09/INT, Version 1.1.0 of 5.5.2011
- Directory of Passenger Code Lists for the ERA Technical Documents used in TAP TSI; Reference ERA/TD/2009-14/INT, Version 1.1.1 of 8.3.2012
- TAP Implementation Guides Overview Version 1.0
- TAP Retail Architecture Description Version 1.0

The above documents can be downloaded from the website of the European Rail Agency at <https://www.era.europa.eu/Document-Register/Pages/TAP-TSI.aspx>.

An additional document concerning direct fulfilment, the CIV Ticket Manual (GTT-CIV), has a restricted distribution, as explained later.

5 Rights & obligations, actors

A travel document is a document allowing its bearer to benefit of one or more transport services, and above all it is the proof of the contract of carriage concluded between carrier(s) and passenger(s), which means that it has important legal consequences especially as regards the rights and obligations of passengers.

The present Implementation Guide deals in particular with the travel documents for direct fulfilment, i.e. those printed on a paper support characterised by the presence of security elements that give a reasonable guarantee on the authenticity of the travel document itself. This guarantee is essential especially in the case of tickets without a reservation, where the on board staff controlling the tickets has no other means to check the authenticity than the external aspect of the ticket (unless reading a barcode, if it is printed on the ticket and if the TCO has a suitable reader). The paper is the only security: that is why the paper can be used only under certain conditions, as explained in Chapter 7.

The delivery of travel documents using indirect fulfilment methods is the object of a separate Implementation Guide.

The TAP does not state anything about who can or must issue travel documents. The only provision concerns the obligation for the RUs to accept tickets compliant to TD B.6, under certain conditions, for access to the trains they operate.

More precisely Process 4.2.11.1, referring to direct fulfilment, states “The railway undertakings shall at least accept tickets according to the definition in technical document B.6 (see Annex III), except where the ticket is not appropriate for the journey being undertaken, where the railway undertaking has reasonable grounds to suspect fraud and where the ticket is not being used in accordance with the conditions of carriage according to Section 4.2.4.”.

In addition Basic parameter 4.2.11 states, both for direct and indirect fulfilments, that “The provisions of this basic parameter shall be applied at least in respect of the tariffs for international and foreign sales.”, and Technical Document B.6 states it only concerns “transport documents for international and foreign sales which must be produced and issued electronically”.

Therefore the present Implementation Guide does not concern:

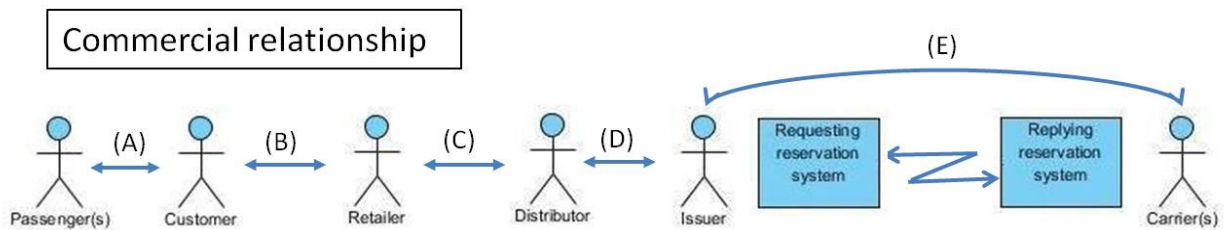
- Travel documents issued for domestic sales (those will be the subject of one of the Open Points listed in Annex II of TAP Regulation)
- Travel documents issued manually.

The actors of the process of direct fulfilment are:

- One or more RUs providing the transport services to which the travel document gives right (i.e. the carrier(s))
- A customer who buys the travel document
- One or more passengers who will use the transport services (can include or not the customer)

- A retailer having the direct relationship with the customer, printing the travel document and delivering it to the customer against payment (can be the carrier itself and/or the issuer)
- An issuer, having an agreement with all carriers involved in the transport services to which the travel document gives right (can be the carrier and/or the retailer)
- The TCO (Ticket Controlling Organisation), performing the check of the tickets on board the train (can be the carrier).

The following figure gives a schematic representation of the relationship between the actors, including the case when the sale of the ticket involves a transaction between reservation systems



- (A) : Personal relationship, based on which a customer buys a ticket for one or more persons who will travel (e.g. a secretary for her boss, a father for his children)
- (B) : Interactive purchase phase
- (C) : Agreement by which a distributor provides legal and technical capacity to retailers (possibly through sub-distributors) to sell products of one or more carriers, on behalf and under the responsibility of an issuer
- (D) : Agreement by which an issuer provides legal and technical capacity to a distributor to sell products of one or more carriers
- (E) : Agreement by which a carrier authorizes an issuer to sell the carrier's products

6 Travel documents

6.1 Paper support

All travel documents described in B.6 are designed to be printed on blank paper coupons with security background and issued electronically. The international standard for security paper and the characteristics of blank paper coupons to be used as travel documents compliant with TAP (types and quality of paper, security features integrated in the body paper, mandatory reference colours, copyright, dimensions for paper tickets, etc) are described in the “CIV Ticket Manual (GTT-CIV)” of CIT¹. They cannot be reproduced here both for avoidance of frauds and for intellectual property reasons. They will be referenced in the following as “CIT coupons”. Information on the procurement of blank coupons can be found in following chapter 7.

A blank CIT coupon comes from the printer company with at least two elements:

- the stock number of the company controlling the stock and its production data,
- the security background

It is also possible to procure from the printing house blank coupons that, in addition to the two elements above, have pre-printed the field outlines and the pictograms. Obviously this pre-printing is only advisable when the RU is sure that the stock will be used to print tickets all in classic RCT2 or all in compressed RCT2 (see next paragraph). All other pieces of information according to B.6 must be printed on the front part of the coupon in the issuing phase.

6.2 Printing layout

For the printing of the necessary information the printable area of the coupon is divided in a grid of rows and columns. The rows and columns are used in order to identify printable areas (“boxes”), dedicated to the printing of information of a certain type (departure and arrival station, price, etc.).

It is mandatory to respect the borders of the boxes, while inside the box the text is free (i.e. there is no obligation that a cell defined by the crossing of a row and a column must contain only one character).

E.g. the field 2 of chapter 1.2.3 of B.6, corresponding to the box “Rows A/C Columns 53 to 71”, is dedicated to the information “Full name of passenger as well as number of adults and children”. Those info must be contained in the area comprised between rows A and C and between columns 53 and 71 included, but the number of characters can be more than just 19 * 3 (the number of single grid cells in the box).

The number of rows is always 18, and they are indicated by the letters A to R.

The number of columns can be:

¹ International Rail Transport Committee <http://www.cit-rail.org/>

- 72 in classic standard (indicated by the numbers 1 to 72)
- 86 in compressed standard (the 14 on the left indicated by the letters a to n, the 72 on the right indicated by the numbers 1 to 72)

The compressed standard allows therefore to print on its right part exactly the same content as a classic standard, while the left part must be used for the printing of one or more barcodes, as explained later.

Process 4.2.11.1 of the TAP lists a series of possible travel documents under the wording “main types of issued tickets”. This implies that the complete list is the one existing in Technical Document B.6, therefore this Implementation Guide will refer to that list.

All travel documents in B.6 belong to a family called RCT2 (Rail Combined Ticket). The different types of travel documents described in Technical Document B.6 are as follows, where the numbers in brackets make reference to the chapters in TD B.6:

1. Travel and reservation (point 2.2),
2. Travel only (point 2.3),
3. Reservation only (point 2.4),
4. Supplements 1, 2, 3 (point 2.5),
5. Upgrade (point 2.6),
6. Change of itinerary (point 2.7),
7. Boarding pass (point 2.8),
8. Rail+Plus type "REDUCED RATE CARD" (point 2.9),
10. Group ticket (point 2.11)
 - V1, separate issue of a group ticket with complementary coupon and countermark,
 - V2, issue without complementary coupon (forms part of group ticket) with countermark and voluntary group member check.
11. INTER RAIL ticket (point 2.12),
12. Accompanied vehicle coupon (point 2.13),
13. EURAIL Pass (point 2.14),
14. Travel Voucher for compensation (point 2.15).

The Technical Document B.6 consists basically of the following sections:



- General information on the tickets and description of fields common to all RCT2 documents (parts 1 and 2.1)
- Detailed description of fields specific to each type of travel document (parts 2.2 to 2.15)
- Specimen of travel documents in classic RCT2 standard (appendix A)
- Specimen of travel documents in compressed RCT2 standard (appendix B)
- Instructions for the generation of security barcodes (appendix C)

The fields are sections of the “basic” 72 * 18 RCT2 grid (whole classic standard or right part of compressed standard) which contain logically related information elements. Eight fields numbered 1 to 8 are defined, as described in B.6 chapter 1.2.3.


The use of the compressed standard is optional, and the content of the barcode(s) is intended for the use of the issuing RU (for check-in and after sales activities). Therefore the instructions in appendix C of B.6 are suggestions for an efficient use of the space, but are not mandatory. The only mandatory prescription is to fill up the left part of the

coupon, when using the compressed standard, in one of the three ways described in chapter 1.2.4 of B.6.








6.3 Remarks on B.6

The following indications only complement the explanations already provided in B.6 for each type of travel document, without repeating what is already there. Therefore for a good understanding of what follows it is necessary to already have a sufficient knowledge of B.6. The following indications include clarifications where the text of B.6 could generate doubts (indicated by ) , or detailed IT specifications where the text of B.6 is not detailed enough to guarantee a full interoperability (indicated by ).











6.3.1 General remarks

-  The specimens shown in Appendices A and B are given purely by way of example to show the layouts to be used. The fact that a specimen shows a certain type of ticket used on a train, or on a route, or by an RU, do not in any way imply that that ticket is really for sale

6.3.2 Specific remarks

-  1.1 last line of page 11: “round trip” means a journey with outward leg A to B via a certain route, and return leg B to A via a different route. It does not indicate a journey composed of three or more legs, coming back at the end to the initial departure station
-  1.2.1 first paragraph: the 18 rows (lettered A to R) concern the printable area of the ticket. There is a bottom line S, that can only contain the pre-printed orange block in version 2 (see A.1.3)
-  1.2.3 Field 3: by “non-variable data” have to be understood the field labels, e.g. DATE, TIME, PRICE, etc.
-  1.2.4 Solution 2: the space that must be left between the two barcodes must be at least double than the largest white stripe of the 1D barcode
-  2.1.2 first paragraph: for real usability it is necessary that the name of the type of transport document is always written in a second language between English, French or German, unless one of these is already the first language.
-  2.1.2 first paragraph: “names used by the RUs” have to be understood as the 17 characters names stored in the reference file of the coding of locations (see ch. 4.2.19.1 of TAP).
-  2.1.8 Field 8 Row P: The service fees may be printed on a separate piece of paper. If not, it must be in this field, right aligned (F, C). :

["Incl." or "Excl."] + ["SERVICE FEE" or "SURCHARGE"] + ["EUR" or national currency] + ["+" if excl.] + [fee amount]. Same for 2.1.9 Field 8 Row P columns 44 to 71

-  Page 23 row C: In cases where there are more than one age groups, the indication "CHILD(REN)" must be followed by the indication of their ages (M). NB: suitably equipped RUs may enter details of a child's age in field 6.
-  Page 25 row H: "customer service entries" means that it is allowed to use this field to print after sales information, for example to underline that the ticket is an exchanged ticket.
-  Page 29 3rd line: "RICS code" has to be understood as a code belonging to the reference file of the coding for all infrastructure managers, railway undertakings, station managers, service provider companies (see ch. 4.2.19.1 of TAP).
-  Page 45 5th line: the "system-generated issue number" is a number created by the issuer in order to identify the ticket for accounting or control purposes, it is not standardised and is only meaningful for the issuer.
-  2.8 "Advantages": the wording "No additional booking transaction" means that the new reservation is made without generating an accounting transaction. A boarding pass cannot be requested via B.5 messages, therefore it can be issued only by the same system that issued the original ticket (or by a system connected to the original system via a protocol allowing such requests). Nevertheless, since the boarding pass can be valid for an international journey, it is relevant for the interoperability scope.
-  Page 48 7th line: the mentioned possibility of "amending" the original ticket refers only to the case of a ticket passed a second time in a printer of the same system that issued the original ticket (or by a system connected to the original system via a protocol allowing such operation). Nevertheless, as said above, since the boarding pass can be valid for an international journey, it is relevant for the interoperability scope.
-  Page 54 5th line: the numbers 6, 24, 25 refer to passenger numbers.
-  2.11.3 6th line: the use of a sales terminal as a typewriter refers to the case where the application can present to the salesperson on the screen a form to be filled from the keyboard with the details of the group.
-  Page 146 element 215: the needed elements are 36 (digits + letters). The minimum number of bits allowing to represent 36 different elements is 6. 6 bits in reality would allow 64 options, but only 36 are used.
-  C.2.2: the reference to an ATB-printer is not to be considered as mandatory, any printer able to print PDF-417 barcodes can do the job.

7 Process

7.1 How to procure blank coupons

For the direct fulfilment the retailer must avail of a stock of blank paper coupons, on which to print the needed travel documents. As mentioned above, the characteristics of paper coupons to be used as travel documents compliant with TAP cannot be reproduced here both for intellectual property reasons and for avoidance of frauds.

In addition, to avoid frauds and to perform a valid stock control every coupon must be numbered, and the use of number ranges must be controlled. Therefore not every retailer can order directly a delivery of blank coupons from a printing house.

For security reasons valid blank coupons can only be ordered from printer companies by RUs members of CIT. Membership to the CIT is actually open to all RUs and other interested undertakings. A retailer different from those RUs must pass an agreement with one or more of those RUs to receive part of its/ their stock. The agreement must define among others the obligations of the retailer concerning:

- the keeping of a detailed log of the use of each coupon
- the reporting of any lost or stolen coupon, and the engagement to pay a penalty for each of them
- the acceptance of audits aimed at verifying, among others, the correct stock control.

7.2 How to issue a travel document

For all issued travel documents B.6 prescribes that the cells 2 to 14 of row A must contain the acronym or logo of the RU responsible for issuing the RCT2 document.

Since the issuer is the subject who undertakes to apportion to the involved carrier(s) its/their part of the sales income, an issuer of travel documents for international or foreign sales can only be an RU participating in industry settlement agreements. RUs that are not yet part of those agreements can easily become part of them by contacting the existing sector associations. Since those agreements are currently designed on the case of RUs, Ticket Vendors will only be able to become issuers when the TAP will be completed in order to cover the whole business process, including settlement. In alternative a Ticket Vendor can request admission to the existing sector agreements for procurement of stock, settlement and audits on sales.

RUs that do not want to be part of those agreements and Ticket Vendors can be from the beginning retailers, passing an agreement with one or more of the RUs participating in the existing industry settlement agreements. If one such RU or Ticket Vendor has retailing agreements with more than one RU, it must use the blank coupons provided by RU X to print travel documents on behalf of RU X, with acronym or logo of the RU X.

8 Current situation

8.1 Explanation of CIT role

The CIT defines the legal and functional specifications of international tickets as well as some technical specifications for these tickets:

- 1) legal specifications: to make sure that the ticket amounts to a valid contract of carriage in accordance with Articles 6 and 7 of CIV;
- 2) functional specifications: to establish the necessary elements that make the ticket valid and mutually recognised by all CIT members
- 3) technical specifications: to establish a standard security background that ensures the security of tickets and their validity at the control by the TCO

For the system to work properly some of these specifications need to be protected against frauds. However the system is open to all those who need to have access to it under the assumption that all actors have the necessary agreements with each other to make use of these specifications. Participation to the costs for the development of the specifications is ensured via the membership to CIT.

8.2 Explanation of IPAAB role

The IPAAB (International Passenger Accounts Auditing Body) is an audit body established by the passenger RUs member of the UIC to control the international passenger traffic accounting, and the respect of the standards.

It is mandated to perform audits on a representative sample of European RUs and companies required to keep accounts for relations with UIC members (e.g. Eurail GSAs) in order to establish whether international passenger traffic pricing and accounting practices meet the required standards.

Audits are performed by 2-4 people over a 4-5 day period. The audit examines all operations from the sale of tickets to the notification of balances. Audits are performed for electronic and manual accounting systems, and assess whether these conform to the prescriptions, leaflets and tariffs, and whether they meet the required degree of precision and exhaustiveness. IT specialists are also consulted to assess the distribution and accounting systems used from a technical standpoint.

A detailed report is produced for each RU audited. The annual report contains a summary of all the audits performed and their main findings and recommendations. The annual report is presented to the Finance Support Group and the Passenger Forum of the UIC.

The group includes experts on finance, sales and IT seconded by the RU members of UIC.

9 Data quality

9.1 Requirements

The quality of the direct fulfilment presents two types of requirements:

- RCT2 format

When a ticket issuing system is created or renewed it is necessary to conduct a complete and careful campaign of compliance tests, as described in the following chapter, before putting it in service.

- Correct use of codes

Since many elements to be printed on a ticket are manipulated by the sales system or the reservation system in a coded way, it is necessary that when all elements are prepared for the printing they are correctly translated into their right explicit form. To this scope the ticket issuing system must always use valid data, both in terms of codes contained in the directory of code lists, and in terms of reference data such as company codes and location codes.

9.2 Compliance tests,

There is no established set of compliance tests when a new or changed ticket issuing system has to be put in operation. The RU managing the system must define the range of travel documents that it will have to print, among all those defined in B.6, and prepare a test campaign where all types of tickets are printed as specimen, testing all different options (with different carriers, with different types of passengers, one way and return, etc.).

An RU putting in operation a new or renewed ticket issuing system can request an audit of the IPAAB to certify that the system performs correctly.

10 Architecture and Governance aspects

The direct fulfilment does not rely on a specific exchange of data at time of ticketing. All data have already been obtained from a previous step in the sales process and they just need to be printed according to the CIT standard paper and TD B.6 guidelines.

10.1 Organisational steps for RUs to have their trains sold by others

1. An RU that has been until now the only distributor of its own domestic tickets and wants to allow other actors (other RUs or ticket vendors) to offer as foreign sale tickets for its trains according to B.6, once it has its Company code according to TD B.8 (see TAP Implementation Guides Overview on how to get a Company code), will need first to define which actors it wants to allow as distributors of its tickets, and will negotiate with them the relevant conditions (trains and tariffs that can be sold, distribution channels, commission rates, settlement method, etc.)
2. The RU will then contact the Governance Entity who will offer its services, according to a Chart Agreement to be signed between the two.
3. The Governance Entity will make available to the RU services such as:
 - The Regulation, Technical Documents and Implementation guides
 - Reference data (country codes, company codes, location codes, different code lists)
 - Data quality Management
 - Registry (locations of resources, notifications of changes,..)
 - Etc.
4. The RU will define the address of an FTP server where to make available its tariff data according to one or more of TDs B.1, B.2 and B.3, and will register this address on the TAP Registry
5. The RU will organise the access filters to the server where its data are made available, so that only authorised users can download the (part of) data they are allowed to
6. The RU will sign agreements with such authorised users to make official what was negotiated (distribution conditions, login/Password for FTP server)

10.2 Organisational steps for RUs to sell trains of other RUs

1. An RU that wants to become distributor of another RU and offer as foreign sale tickets for the trains of the other RU according to B.6, once it has its Company code according to TD B.8 (see TAP Implementation Guides Overview on how to get a Company code), will need first to negotiate with the other RU the relevant conditions (trains and tariffs that can be sold, distribution channels, commission rates, settlement method, etc.) and will sign an agreement with the other RU to make official what was negotiated (distribution conditions, login/Password for FTP server). The other RU can require proof that the ticket issuing system of the RU has passed compliance tests.
2. The RU will then contact the Governance Entity who will offer its services, according to a Chart Agreement to be signed between the two.
3. The Governance Entity will make available to the RU services such as:

- The Regulation, Technical Documents and Implementation guides
 - Reference data (country codes, company codes, location codes, different code lists)
 - Data quality Management
 - Registry (locations of resources, notifications of changes,..)
 - Etc...
4. The RU will subscribe to CIT, if not yet member, and will order from a suitable printing house a first stock of blank coupons
 5. The RU will subscribe to the TAP Registry to get notified of any change in the tariffs of the RU whose trains it wants to sell
 6. The RU will download from the FTP server of the other RU its tariff data, and will start selling the other RU's tickets

For all other governance information of general character, that can apply to all Implementation Guides, see the "TAP Implementation Guides Overview".

Appendix A - Glossary

Term	Explanation
1D barcode	One-dimensional barcode principally to encode the stock control number as defined in TD B.6.
2D barcode	Two-dimensional barcode to encode data selected from that shown on the ticket in accordance with TD B.6. The barcode is principally intended to permit electronic check-in, to allow for back office purposes and for the encoding of elements to verify the integrity of the data. The 2D barcode is an additional security feature which is printed during the issuing process.
Agent	A carrier's point of sale for products to customers via its own distribution channel
ATB	Automated Ticket and Boarding
ATB printing process	Printing process defined by IATA resolution 722e for automated issue of air tickets and boarding passes. The card to be printed is held in the printer as a roll or a fan-folded pile. Printing is by ink ribbon or by a thermal printing process
Attributor	An undertaking managing the system which attributes seats and accommodation and the relevant fares (including IRT). At the same time the attributor may be a carrier, distributor, issuing undertaking and/or sales point
Business unit	Grouping of railway undertakings which make a joint train service offer (PRR transport service) which may be branded. As a rule they are formed into an economic interest grouping (GIE)
Carrier	Contractual carrier with whom the passenger has concluded the contract of carriage pursuant to the CIV Uniform Rules, or a successive carrier who is liable on the basis of that contract
CER	Community of European Railways and Infrastructure Companies
CIT	International Rail Transport Committee [Comité international des transports ferroviaires]
CIV	Uniform Rules Uniform Rules concerning the Contract of International Carriage of Passengers by Rail
Contractual carrier	In principle, the carrier who concludes the contract of carriage with the passenger and who in principle is the first carrier providing carriage. Substitute carriers are not contractual carriers. The carrier concluding the contract of carriage is described as the "issuing undertaking" in CIT documentation
Coupon	Paper document which is delivered to issuing offices to be made out as a ticket or a reservation ticket. Several coupons may be used together to form a through ticket in so far as the special conditions of carriage explicitly provide for that. In that case they are to be cross referenced ("numbering of pages" in TD B.6 or permanently secured in a single cover or issued in a ticket wallet
Departure point	Railway station or halt, bus station, bus stop or a port. Departure point may also be a specific region, a specific country or a frontier point
Destination point	Railway station or halt, bus station, bus stop or a port. Destination point may also be a specific region, a specific country or a frontier point
Direct fulfilment	The provision to a customer of a travel document printed on value paper at the same time of the purchase
Distributor	Undertaking providing legal and technical capacity to the issuing undertaking to sell rail tickets or to provide on line-facilities to passengers to buy rail tickets. At the same time the undertaking may be a sales point, attributor, carrier, issuing undertaking and/or ticket control organisation (TCO)
Domestic section	A section which only involves only one country
e-ticket	Ticket held as an electronic data record capable of being transformed into legible written symbols. Several data records form a single contract when then they are issued to be a single (through) ticket in accordance with the GTV-CIT
"Global" fare	See IRT
Group ticket	Group-coupon which on its own or together with other group-coupons acts as a ticket for a group
GTT-CIV	CIV Ticket Manual [Guide titres de transport]
Indirect fulfilment	The provision to a customer of a travel document printed on value paper in a moment successive to the purchase, or stored on a medium different from value

	paper
Infrastructure manager	Infrastructure manager as defined in Directive 91/440/EC and the CUI Uniform Rules
IRT	Integrated Reservation Ticket - Means a kind of train ticket restricted to a specific train on a specific date/time. A IRT ticket can only be sold by means of an online transaction between the sales terminal and the attributing system where the relevant train is hosted
International coupon	Coupon which is issued for contiguous sectors in at least two countries or from a frontier point to a destination point in another country. They may be supplemented by national coupons for connecting journeys to the departure point and from the destination point and linked to form a single (through) ticket
IRTHP	International Rail Ticket for Home Printing; ticket which is issued over the internet and printed out on DIN A4 paper by passengers using their own printers. Synonym of ticket print@home or home printed
Issuer	Means an undertaking selling the ticket and receiving payment. May be a carrier and/or a distributor. The issuer is the undertaking indicated on the ticket with its code and possibly its logo (1)
IT	Information Technology
National coupon	Coupon which is issued by an issuing undertaking for domestic sectors in another country. Synonym of Section coupon
NRT	Non-integrated reservation tickets — This is a way of selling train tickets meant for international or foreign sales, where the issuer can produce the ticket locally, without any online transaction with an attributing system. The NRT tickets are always open tickets, i.e. the contract of carriage is valid on any NRT train serving the route marked on the ticket, within a defined validity period.
OTIF	Intergovernmental Organisation for International Carriage by Rail [Organisation intergouvernementale des transports internationaux ferroviaires]
PRR	Regulation (EC) No 1371/2007 of the European Parliament and of the Council of 23 October 2007 on rail passengers' rights and obligations. PRR GCC-CIV/PRR
RCT2	RCT2 is the railway standard for the electronic issue of international, and where appropriate national, tickets and reservations on paper. It can be used either as ticket only, as reservation only or as combined ticket and reservation, the latter mainly for IRT offers
RCT2 compressed	RCT2 compressed is the railway RCT2 standard for the electronic issue of international, and where appropriate national, tickets and reservations on paper on which barcodes are also printed. The RCT2 compressed standard may only be used in conjunction with 2D barcodes
Security background	Background printed on paper documents to provide protection against forgeries, copies and alterations
Security feature	Features of different types to protect paper documents from forgeries, copies and alterations
Successive carrier	Carrier in a chain of carriers who perform the contract of carriage with the passenger and who are liable for the performance of that contract. Successive carriers are shown in code on tickets. When successive carriers operate a train they are also called joint carriers
TCO	Means Ticket Controlling Organisation. This is an organisation empowered to inspect passenger tickets. Mostly a carrier. If necessary, the TCO is to deliver security certificates for the International Rail Ticket for Home Printing (IRTHP) to the distributors
Transport document	Document which confirms the contract of carriage for passengers (ticket), for luggage (luggage voucher) or for vehicles (carriage voucher)
Travel agent	A point of sale for railway tickets to passengers accredited by the carrier
UIC	International Union of Railways [Union Internationale des Chemins de fer]
VAT	Value added tax

(1) From the TAP glossary