

Traveler End Customer Concerns & Requirements	TV Roles / Requirements	Carrier Roles/ Requirements
Pre purchase customer information & decision support Is Rail a possibility? Can I make my journey by rail?	Generate interest in rail travel (incl. CO2 /GHG info)	Generate interest in rail travel (incl. CO2 /GHG info / loyalty programmes - frequent traveller) See SR comments below (*)
Is rail better for me (than other modes)	We need to have a smart way to map source and compare products to meet abstract requirements (other than just rail) HH: especially with regard to elapsed journey times, because a change in train connections generally takes far less time than in air travel.	We need to have a smart way to map our products to abstract requirements (other than just rail) See SR comments below (*)
Can I or must I mix other modes with rail	AC: How do I provide a "joined up" end to end journey with multi-modal transport. CN: I want to be able to propose an end to end journey whatever the railways. I need the full content from the railways (schedules and tariffs)	DC: Agree "connected business" processes UD: Make available timetables and fares in multimodal standard format See SR comments below (*)
I want to be able to specify points of interest (i dont know where it is!)	I need to be able to map points of interest to travel modes	DM: I need to inform on specific fares attached to the point of interest and I need to inform on the possible additional trains offered for such point of interest. IC: I want to make sure that the customer knows about the routes I offer, the benefits of travelling by train and that rail offers a viable alternative to car, air or coach. UD: Pass commercial agreements with OTAs for info and sales See SR comments below (*)
		(*) SR: Regarding the 4 points above: Carriers need to standardize on a new abstract representation of Products offered for Sale, extending the current 'schedule' concept, allowing a smart and flexible mapping of sales items to carrier schedules. Distributed Sales Catalog can be enriched by Carriers and/or TV's by mapping Events (e.g "Gartner Group Symposium") or Point of Interest information to Sales Items and/or Carrier modes. See "Sales Catalog / Product representation" in accompanying "Full Service Model Representation-Santoro.doc" file

<u>Traveler End Customer Concerns & Requirements</u>	<u>TV Roles / Requirements</u>	<u>Carrier Roles/ Requirements</u>
CQ: I need maps	Where can I find the information What do I know about the customer that can improve my response How can I get more customer asking these questions of me I need to be able to manage the volume/complexity of questions	SR: Use internet open standards technology to integrate Rail Services with internet available repositories/apps providing Event/Location information UD: Publish on website the carrier's general conditions of carriage SR: Carriers must be able to hold transactions indexed by TV-supplied Customer/Traveler Id, and can be queried by TV's to learn about Customer's purchasing/traveling patterns. Capabilities should be implemented to use Social Networks as Identity providers for Customers (e.g: let a Customer use his/her facebook or Company account credentials to purchase travel). SR: Use internet open standards technology to dynamically enrich Sales Catalog offering with published Event/Point of Interest information (e.g: add "travel here" button to Event Announcement internet posting linking to Sales Catalog, ect) DM: I need to give access to PRM info SR: Implement a robust cloud-based SOA platform providing distributed transaction processing capabilities, federated data management, ect. Use business rules engines and knowledge base instead of tables and files of static data.
Can you solve this mobility problem that I have	How can I get the carrier involved to deal with this	DM: I need to know cancellations soon enough to give the seat to another traveller SR: Cannot be done if the Carrier's only contribution is provision of (conventional) schedules, fares and inventory. TVs and Carriers need to exchange richer information sets such as: Sales Catalog, Customer info, Transaction History, on-line requests to rules-based engines for dynamic solution packaging, pricing, post-sales, ect.

<u>Traveler End Customer Concerns & Requirements</u>	<u>TV Roles / Requirements</u>	<u>Carrier Roles/ Requirements</u>
What if I change my mind or am forced to change/ will I be able to cancel	AC: Need a standard for Cancellation Method, Non-Issue, Cancel, VOID etc across boundaries. CN: Provide clear information to restrictions and conditions for all segments of my journey JB: I need to be able to present the details of cancellation/refund rules or new offer to the traveler	DM: I need to have a reference website where travellers can find all information he needs SR: The more travel, especially High Speed Rail, is integrated as 'mobility' in Customer's daily lives, the more rescheduling/replanning is a revenue generating value add service that needs to be provided. This entails 'involving' carriers in the problem resolution, which in turn means that the TV-Carrier communications cannot be reduced to schedules, fares and inventory. See entry above
Where can I find out the information about rail? UD: Can I get all the above info in my language?		DM: I need to keep contact with frequent travellers to offer them best opportunities to travel more or better
CN: I want to book rail (I know I want it) for my end to end trip for my selected Origin / Destination CN: I want to use my loyalty card CN: I want to travel within my budget CN: I want to be able to get the best choice of trip plans based on important criteria for me (e.g. price, calendar, class of service, travel duration, mode of transport, Carbon footprint, etc.) even if implies several railways CN: I want to be able to book all I need for my trip (transportation, hotel, etc...)	CN: I need to be able to provide rail tickets for an end to end journey even if implies booking different railways CN: I need to be able to deliver recommended Trip Plans, according to the criteria required by the shopping traveler.	
Look - Timetables I need to be able to access easy to understand and complete Timetables/ schedules	IC: I want to be able to market my services and those of the Rus without restriction by sales channel or geographic market IC: I want to be able to source accurate and complete schedule information that allows me to provide this information to my customers through any sales or information channel JB: I want easy access to accurate and combined schedules of all RUs, including also other modes of transport if possible	DM: I need to switch to cadenced timetables, easier to remember. See SR comments below (*) CQ: I might want to only return times of trains for which I have fares to sell UD: Agree all details of timetables with co-operating carriers

<u>Traveller End Customer Concerns & Requirements</u>	<u>TV Roles / Requirements</u>	<u>Carrier Roles/ Requirements</u>
Understand the journey: routes, permitted routes, itinerary, schedule	I need to comply with routing guide rules/permitted routes	DM: I need to provide raw timetables attached with connexion rules so that travellers don't have solutions not applicable. CQ: I might only want to return times on a limited operator set See SR comments below (*) UD: Publish timetables on website early enough before start of validity
Non-rail interfaces	Non-rail interfaces Ferry/Bus/Coach/Walk etc	See SR comments below (*) UD: Keep available on website the timetable version preceding the current one
CQ: I need preferences to be retained and useful UD: I want to be able to parametrize my inquiry (define connection time, only HS/regio train, etc)	Station code information: encode/decode/standard; mapping to other standards	See SR comments below (*) UD: Update timely the display timetable in case of strikes / disruptions
JB: I want to know what amenities are available on the station where I'm boarding, finishing my journey or changing trains - e.g. I'm PRM and/or need to change on a station in the middle of the night	Rail operator code/name Minimum connection time (MCM) JB: I need to provide this information to customer.	See SR comments below (*) See SR comments below (*)
Language re: product information	Language re: product information. CN: Provide information in the required language on all the different railways	See SR comments below (*)
I need to know what kinds of accommodation are available Conditions of carriage	Conditions of carriage	See SR comments below (*) DM: I need to provide conditions of carriage information for my trains and relay the information for others See SR comments below (*)

<u>Traveler End Customer Concerns & Requirements</u>	<u>TV Roles / Requirements</u>	<u>Carrier Roles/ Requirements</u>
<p>JB: I want my luggage to reach my final destination without hassle</p> <p>JB: I want to know at what time I need to get to the station so that I could board the train (e.g. are there long waiting times expected - possibly related to check-in etc.)</p> <p>UD: I want a door to door journey planner</p> <p>UD: I want a multimodal journey planner</p> <p>I need to be able to ask for services that can accommodate my special needs (PRR)</p>	<p>JB: I want to be able to offer baggage insurance to the customer</p> <p>Code share (SNCF sells a DB service as an SNCF one)</p> <p>Interlining (railway A connects with railway B service, through-ticketed)</p>	<p>(*) SR: Providing "complete" TimeTables/schedules probably means MUCH MORE than TimeTables/Schedules, or than can be accommodated in standard datafiles transferred in bulk: "complete" needs to be defined in terms of "look" or "shopping" USE CASES, not 'data' or messages. A combination of low frequency varying data transfer, such as serviced locations/nodes, and on-line web services (such as Sales Catalog searches, dynamic solution packaging and pricing, solution rescheduling, transaction History queries, Business Rules computation, ect) must be provided by Carriers in order to 'involve (them) in solving mobility problems'. Full Service Model initiative should develop a Use Case Model for 'shopping' identifying 'complete' set needed in TV/Carrier dialog</p> <p>Code share (SNCF sells a DB service as an SNCF one)</p> <p>Interlining (railway A connects with railway B service, through-ticketed)</p> <p>SR: Some PRR services are 'engineered to order', i.e they are NOT defined statically in Sales Catalog or Timetable. Carriers need to provide PRR service request transaction, and respond asynchronously with "engineered" solution. Full Service Model initiative should create PRR Service Use Case Model to standardize interoperability between 'special' service providers. This is warranted because catering to Customer's special needs is potentially a revenue-generating service extending beyond Passenger's "rights". Should design a generic solution that can accommodate the PRRs, not try to build generic solution from PRRs-adjusted code.</p>

<u>Traveler End Customer Concerns & Requirements</u>	<u>TV Roles / Requirements</u>	<u>Carrier Roles/ Requirements</u>
<p>AC: I need to know information about the station facilities</p> <p>HH: I want the shortest journey time and/or more comfortable options (i.e. connections with less changes in exchange for some extra journey time)</p> <p>CN: I want to look at timetable and fares at the same time to get the best choice possible</p> <p>HH: I want fare information comprising prices, fare conditions (purchase, travel and after sales) and availability.</p> <p>CN: I want to know which type of train I will be travelling with, attributes, services etc.... (e.g. high speed vs non high speed)</p> <p>CN: I need to know what passport information, visa etc... are required for my trip</p> <p>IC: I want to be able to find schedules and book tickets up to a year in advance</p>	<p>AC: I need to be able to provide information on the station facilities, surroundings, connections</p> <p>CN: Station information (platform, minimum connecting time)</p> <p>IC: I would like to be able to provide journey planning and booking capability to my clients up to a year in advance</p>	
<p>Look - Fares</p> <p>IC: I don't want to get confused by having a lot of different fare types and names with different terms and conditions</p> <p>HH: meaning: I only want fare offers based on my schedule, my travel party characteristics and my preferences (like flexible fare or lowest price)?</p>	<p>IC: As a TV, I don't want to have to have a vast range of complex products to understand - this will make my job more difficult in terms of training and explaining to customers</p>	<p>CQ: There are many requirements identified and documented by the existing price message work that can slot in here or hereabouts</p>

<u>Traveler End Customer Concerns & Requirements</u>	<u>TV Roles / Requirements</u>	<u>Carrier Roles/ Requirements</u>
Standard/general fares: point-point, through fares, intl. fares (cross-border, defining and implementing rules for away-market fares/inbound fares and sales [SOTI, SITI]; source and selling currency; selling a railway outside its home market).	Standard/general fares: point-point, through fares, intl. fares (cross-border, defining and implementing rules for away-market fares/inbound fares and sales [SOTI, SITI]; source and selling currency; selling a railway outside its home market).	DM: I need to give access to my tariffs and fares, and the availability of Fares in case the information is for selling purposes. CQ: I might want to do price points and availability or I might want to simple do current prices and instruct the TV to use the method suitable for me SR: Carries must decouple catalog Sales services (i.e. "RailPass", "Family week-end", "London Olympics Event", 1 Month Rome-Milan shuttle subscription, ect) abstracting from Production Schedule (Transportation TimeTables) , allocating Sales Services to Production schedules through flexible configuration and pricing them dynamically via business engine rules. . As containers of business rules (eligibility, pricing, payment modes, post-sales restrictions, ect), Offers and Promotions should be decoupled from Sales and Production schedule items, and allocated via configuration to Sales Catalog items. A Sales Item such as a "RailPass" can thus be provided on multiple production schedules and associated with mutiple commecial offerings (rules). Carries should provide on-line access to Sales Catalog, Production Schedule and OHD: Propose cheapest fare for chosen journey solution
Class of travel: booking class vs. travel class	AC: I need to know whether the pricing is applied per leg or or is theei Package Pricing Class of travel: booking class vs. travel class	CQ: I want TVs to have up to date info on the selling rules and for them to make sure their agents have and use the same SR: Same item in Sales catalog can be provided with multiple Transportation schedules (e.g. "fast" train, "slow" train, bus, ect), same Transportation Schedule can support unbounded number of Sales catalog items ("class of service" as an attribute of Sales Item, not Production Schedule). Carries must provide on-line access to Sales Catalog "abstraction layer" services UD: Porpose cheapest fare for +/- n days/hours around chosen journey solution

<u>Traveler End Customer Concerns & Requirements</u>	<u>TV Roles / Requirements</u>	<u>Carrier Roles/ Requirements</u>
Promotional fares & special fares	Promotional fares & special fares	DM: I need to offer the best prices to the customer, keeping him informed of the conditions attached to them. CQ: I want to minimise the costs of data distribution and require that all TVs have the correct fares each day SR: As containers of business rules (eligibility, pricing, payment modes, post-sales restrictions, ect), Offers and Promotions should be decoupled from Sales and Production schedule items, and allocated via configuration to Sales Catalog items. Carries must provide access to Offer/Promotions business rules engine "abstraction layer" services UD: Display conditions attached to a fare
"products" = rail passes, standard tix, group tix, family tix etc.	"products" = rail passes, standard tix, group tix, family tix etc. AC: Corporate Discounts and Vouchers / Inclusive Tour Fares / Net Fares AC: Validation of Railcards across borders AC: I need to know whether all travellers need to travel together across borders / carriers	DM: I need to inform about all the possible fares from the most flexible one to the lesser one, and also on Passes and commercial cards. CQ: I want to control access and the look to book ratio SR: These case be configured as Sales Catalog items
On-board and special services (restaurant car, wifi)	On-board and special services (restaurant car, wifi)	DM: I need to communicate fares for all services related to train travel (wifi, meals, bicycle, car, Accompanied child, baggage,...) SR: These case be configured as Sales Catalog items
Domestic fares (placeholder for scope)	Domestic fares (placeholder for scope)	SR: These case be configured in Offers/Promotions set of business rules
Language issue	Language issue	SR: Carries should store all Customer relevant information item descriptions in multiple languages, indexed by language code. Language code is passed in service request and used to select the appropriate description in the response message.
Ticket validity information / restrictions CN: I need to understand clearly my ticket restrictions (if I cannot travel as expected, I want to change etc..)	Clear and understandable ticket validity information / restrictions	SR: Tickets are entitlements to consume purchased Sales Catalog items. Validity/restrictions result from Sales Catalog Item and Offer eligibility rules and are transferred on Tickets.
Age of minors, students, senior citizens	Age of minors, students, senior citizens	DM: I need to communicate the age limits for my social products SR: These are "eligibility" rules within Offer/Promotion rules associated with Sales Catalog items

<u>Traveler End Customer Concerns & Requirements</u>	<u>TV Roles / Requirements</u>	<u>Carrier Roles/ Requirements</u>
CQ: I need to know if what fares are available on the media I have - eg smartcard - and whether there is capping or a usage-based tariff I can use UD: I want the fare displayed in my national currency	I need to know I am offering the best price (other other matched parameter)	If I receive a request with customer parameters (expand) I will respond with a cube structure containing prices for the different dimensions (travelers, solutions, ...expand) SR: Carriers must provide on-line "best price" service request to generate a response "cube" data structure: List of solutions (one dimension), list of Offers (with its computed price) for each solution (second dimension) and Traveler, e.g Adult, Child, PRM, etc, (third dimension). Where a solution is made up of multiple sub-solutions (multiple legs, return trip, etc), breakdown is provided for each sub-solution, price and Traveler. I need to be able to track the request/response I have given SR: Carries must create and store a "Solution Context" object to be exchanged with TVs storing pointers to Requests/Responses for later retrieval, tracking and audit trail
I need time to decide UD: I want to know how long the display fare will remain valid	I need to know how long an offer is valid for KK - I want to hold an option for a booking with the possibility to discard the option if it is not required.	I need to be able to advise the validity period of offer SR: Carries must provide on-line access to Offer/Promotions business rules services DM: I need to inform on the ticket Time limit in case of options SR: Carriers must be able to store a Solution Context including pointer to temporary or wait lists of bookings for later retrieval and possibly cancellation. Just storing a booking or PNR number is not sufficient, as subsequent actions may depend on business rules and other 'context' information in force at the time of the initial transaction.
I need to be able to compare tariffs and products across EU carriers IC: I want to be able to go to a single source and find all the best prices and travel options UD: If my starting date/time is flexible, I want to be shown prices +/- n days/hours	I need to be able to compare tariffs and products across EU carriers I need to be sure that I have access to full range of content / fare and that the RUs are not restricting access to some products for their own sales channels KK - I want access at least to special fares and discounts available to the majority of passengers	DM: I need to present my best fares that are available at a precise moment. DM: I need to present the same range of products in my direct distribution channels and indirect distribution ones SR: Carriers must provide online access to Sales Item Catalog, Production schedule, Offer/Promotion rules services DM: should I offer special fares on internet channels only, it should be made available for Direct and indirect channels. SR: Carries must provide on-line access to Offer/Promotions business rules services

<u>Traveler End Customer Concerns & Requirements</u>	<u>TV Roles / Requirements</u>	<u>Carrier Roles/ Requirements</u>
I need to understand the conditions applying to (the legs of) my journey	DM: I need to collect information about the different legs conditions and assemble them in a way it can be understood	DM: I need to send the conditions of fares attached to the Legs I am the product owner. I can relay conditions of other product owners according to agreements with those latter. SR: Carriers must provide on-line access to Sales Item Catalog, Production Schedule, Offer/Promotion rules services
CN: I need to identify the right fare according to my constraints (I'm flexible or not in time and date, I want to change easily my ticket, I want to pre-book...)		SR: Carries must provide a single request/response service returning multi-dimentional 'cube' of inventory available Travel Solutions and multiple yield managed available prices for each solution and Traveler.
CN: I want my reduction cards taken into account	CN: I need to handle all railcards from all railways	
CN: I want my loyalty account to be fed by my trips	CN: I need to handle my customer profiles and make sure loyalty programs are handled	
IC: I want to make sure that I can book the best fare for the journey whether I am a domestic resident or an international traveller	IC: I would like to be able to sell a standard fares range in each market without the need to sell different fares in different markets	
Purchase / Book		SR: Carries must be able to create a "booking" as a transaction committing a Travel Solution to a Customer regardless of whether a reservation is created. Reservation, i.e allocation of a specific inventory controlled resource such as a 'seat' can be created automatically, by a second transaction (e.g. support for 'wait lists'), or not created (non mandatory reservation).
Availability HH: doesn't this belong to the offer phase ("look")?	I need real-time availability	DM: I need to provide fares availability for global prices CQ: I don't want TVs making provisional bookings or block bookings that mean I lose profitable customers
Class of travel: booking class vs. travel class ????	Class of travel: booking class vs. travel class	CQ: I want information on the sale as soon as it's booked
Special service provision: disabled, bike etc. (needs info on whether train can handle)	Special service provision: disabled, bike etc. (needs info on whether train can handle)	Special service provision: disabled, bike etc. (needs info on whether train can handle)

<u>Traveler End Customer Concerns & Requirements</u>	<u>TV Roles / Requirements</u>	<u>Carrier Roles/ Requirements</u>
Sleepers/couchettes/reclining seats	Sleepers/couchettes/reclining seats	I need to provide information on fares availability per type of comfort CQ: I want to have my own PNR as well as the sales transaction reference of the TV UD: I want to sell online also open tickets, not to rely on accounting of retailers
Reservations	Reservations (including overbooking if possible and requested by traveller)	SR: Carriers create reservations as allocation of inventory controlled resources to a "booking". UD: I want to be able to offer additional services (hotel, car rental, etc.)
Mandatory reservation/optional reservation/open/walk-on journey	Mandatory reservation/optional reservation/open/walk-on journey	DM: I need to inform about trains that needs mandatory reservation, those that have possible reservation and those which haven't. SR: Reservation, i.e allocation of a specific inventory controlled resource such as a 'seat' can be created automatically during booking, by a second transaction (e.g. support for 'wait lists'), or not created (non mandatory reservation). UD: I need standard message to transfer the list of reserved seats to the departure station
Seat reservation process cut-off 2hrs. Prior to departure (horizon); restricted fares: 24hrs. Reservation only UD: I want to find my reserved place free (reserved places must be clearly indicated) UD: If I sit in a free place I don't want to have to stand up when the owner arrives (reserved places must be clearly indicated) UD: PRMs must be able to book in station/on board assistance, and to check if their request is accepted	Seat reservation cut-off 2hrs. Prior to departure (horizon); restricted fares: 24hrs. Reservation only Commercial contract between vendor and carrier & commission I want to be able to book multi segment/multi carrier trips in one go by means of one interface	DM: I need to inform on booking horizons Commercial contract between vendor and carrier & commission Inter carrier Agreement on split of sales, apportionment and method of settlement SR: Some Carriers can provide such an interface and do this by using a distributed transaction monitor. TVs may choose to coordinate the transaction using their own distributed transaction monitor, where Carriers are participants in the distributed transaction
UD: I'd like to see the layout of the coach and choose my seat	In a multi segment booking I may need to be able to cancel part of a booking if another part fails	SR: This capability requires an industrial strength distributed transaction monitor that supports transaction boundary definition and compensation mechanisms
UD: I'd like to be able to book much in advance of the journey	I need to be able to provisionally book a segment for long enough to be able to complete other stages of booking and for customer's consideration JB: I need to be able to amend or cancel the reservation, free of charge, shortly after the reservation is made - e.g. when I or the customer made a mistake	SR: Carriers must store a "Solution Context", described above, that TVs can reference for long-running transactions.

Traveler End Customer Concerns & Requirements	TV Roles / Requirements	Carrier Roles/ Requirements
<p>I want all the segments of my multi-carrier journey to be under one contract of responsibility</p> <p>CN: I want to select where and how I will be seated (e.g. I want to be seated with my family altogether)</p> <p>CN: I want a clear view on any additional fees (e.g. for supplements, ancillary services)</p> <p>CN: I need information on luggage (authorised to carry..., fees etc..)</p> <p>CN: I want to book easily and one shot for my whole trip</p> <p>DC: I want to see seat maps and seating facilities</p> <p>JB: I want to be able to see an interactive map of seats available on a train.</p>	<p>CN: I would like to get coach/seat maps for each railway</p> <p>CN: I want to handle the booking process as a single transaction even if several railways are booked.</p> <p>DC: power sources wifi etc</p> <p>JB: I want to be able to see an interactive map of seats available on a train.</p>	
Ticket Fulfilment <p>Receive authority to travel</p>	Controlled (paper) ticket stock, print@home, e-tix incl. mobile device ticketing, kiosk/TOD	DM: I need to ease the ticketing for the client while ensuring security is covered preventing any kind of fraud SR: Authority to travel is one or more Entitlements referencing Sales catalog items in booked Travel Solution. Entitlements MUST be stored electronically and CAN be distributed to Ticket Control Organizations and Customers, using different material or digital support media. A distributed Entitlement embodied on some media, electronic or otherwise, is a "Ticket", and distribution of the Entitlement is "Ticketing". A Ticket must contain an address, such as an url, to retrieve the Entitlement and to allow changing its status.

<u>Traveler End Customer Concerns & Requirements</u>	<u>TV Roles / Requirements</u>	<u>Carrier Roles/ Requirements</u>
CN: I want a single ticket to travel whatever the railway Smartcard tix incl. NFC Language on authority/permit to travel	Booked – fulfilled difference: booking could be wiped if not ticketed. Ticket-time limit TTL Interline ticketing (barcode standardisation across operators/languages, validation) Smartcard tix incl. NFC Language on authority/permit to travel	DM: I need to take back the booked seat and make it available for another traveller if TTL is reached SR: This depends on when payment occurs: if at booking time booking, should NOT be wiped-out. If deferred (after booking) payment is allowed, Ticketing must occur before expiration of deferred PAYMENT allowance. This process is controlled by payment, not ticketing. CQ: I want to instruct the TV what ways the product can be fulfilled UD: I want my distributors to print on the ticket just the ticket price, and on separate bill the service fees, if any
I want no physical ticket	KK - I want to send a ticket to a mobile device/smartphone	Interline ticketing (barcode standardisation across operators/languages, validation) Smartcard tix incl. NFC CQ: I want to provide TVs with print at home tickets for them to pass to customers which include my security controls - I also want to pass public keys to those who need to read the security controls UD: I want my distributors to print the price of the ticket in EUR in addition to the local currency
I would like to my Authority To Travel to cover multiple segments and carriers I want the price on my ticket to be in my local currency and the taxes etc to be specified	CN: I want to handle currency management	DM: I need to communicate the security elements for the mobile device/smartphone SR: Distribution of Entitlement, i.e. Ticketing, can select the preferred 'output' device of the distribution/ticketing process. I only want to be responsible for the segment I am providing DM: I need to manage the currency rate so that I can send the appropriate amount for the expected currency UD: I want to control the usage of stock by my agents
UD: I want to choose whether to receive my e-ticket as PDF or MMS	I dont want to have to have different printers and/or stock for different carriers	I dont want to have lots of readers for ATT validation SR: If Entitlement url, which is universally unique, is available on Ticket media, Entitlement validation can be supported by any device that can read the url and pass it to validation software.
		UD: I want to be refunded for stock lost by my agents

<u>Traveler End Customer Concerns & Requirements</u>	<u>TV Roles / Requirements</u>	<u>Carrier Roles/ Requirements</u>
CN: I want to make sure my booking is done even if the ticket is not yet issued. CN: I like to have my own 'evidence' of my entitlement to travel (paper, email, ticket barcode on my mobile)	AC: I want to be able to collect my ticket without using the card I booked the ticket with CN: I need to confirm reservation and get a ticket time limit CN: Where a full trip can be ticketed by a single provider, and where this will not impact downstream settlement processes (inclusive of agency commissions), I can manage ticketing requests on behalf of the customer. However, if no one provider can ticket the entire trip, I need to be able to do that myself.	
IC:I don't want to get confused by different ticket formats	IC: I want to be able to offer the same fulfilment options as the RU does for direct sales IC: I would like to be able to provide a common ticket format to my client IC: I want to be able to fulfil remotely in my (business traveller) client's premises JB: I want to track all the tickets I sold	
Payment		
Payment options	KK - I want to be able to handle cash, credit/debit card, bank transfer, electronic cash, electronic remittance, vouchers. IC: I want to be able to offer all appropriate methods of payment to my customer JB: I want to be able to offer to my customer all reasonable options of payment	DM: I need to invoice 3rd parties distributors on a monthly basis based on its sales activity regarding my products. My vouchers can be used but needs to be sent to my accounting department. SR: Where Carriers perform payment, Carries must support multiple payment mode options. Some may be restricted by National laws or regulations. CQ: I want the chargeback and counterfeit risk to sit with the TV
Payment / data security	PCI compliance, personal data security and compliance	UD: I want to decide which source for currency exchange rate my distributors must use, if not selling in euro In-journey validation of tickets, fraud prevention
CN: I want to make instalment payments (I.e. monthly payments with an interest charge managed by payment provider)	CN: Handle new forms of payment	
I want to pay multi segment multi carrier in one shot (I want the shopping cart)	Interline billing IC: I want to be able to offer a single payment for multi-carrier/mult-segment bookings I would like implement "switch to issuer" payment process for rail.	Interline billing SR: Carries must support multiple payment modes options and perform payment transactions

<u>Traveler End Customer Concerns & Requirements</u>	<u>TV Roles / Requirements</u>	<u>Carrier Roles/ Requirements</u>
CN: I want to pay in a certain currency I wish to be able to use my credit card everywhere	CN: I want to be the central system for payment AC: I want to be able to book with a corporate card and not pass card details. CN: Issue ticket and pay immediately. Validate transaction online. AC: Commission and Billing (also in relation to cancel/part cancel/refunds etc)	I expect to receive payment through the TV (on account)
Post-purchase customer support: CN: I want to know clearly how I can change or refund my ticket globally or partially Passenger changes / cancellation (voluntary/involuntary changes to cancellation)	Passenger cancellation (voluntary/involuntary changes to cancellation) Ticket revalidation/endorsement: in case of cancellation, passenger is booked on another Tracking use of tix (travelled, changed, unused; requires departure control)	SR: Carries must keep Transaction History with Solution Context. Post-sale operations can be performed by supplying Entitlement's url to appropriate Carrier on-line exposed service DM: I need to know whether it's a cancellation or an exchange. In the latter case, I need to offer a boarding pass for the other train without any accounting aspects (in same fare conditions). SR: Carriers must hold Transaction History, including Entitlement/Ticket status transition trail. Status transition, such as "validation" is performed by invoking appropriate on-line service supplying Entitlement's url DM: I need to provide fees conditions for exchanges/ refunds before the finalisation of the process SR: Carries supply refund or change request on-line service at an Entitlement's url. Carrier retrieves Solution Context and responds with conditions/costs/penalties, ect
I want to be able to consider a (refund) cancellation or change of Journey and I need to know the conditions/costs first	Refund and change of Journey. CN: I need an efficient process to consider a refund or a change with a unique price and taking into account all the fees applicable	
I would like to cancel my journey on the internet	I need an efficient process to handle canx	I need to be able to know if a segment has been travelled DM: It has to be before travel and if not, proof that it has not been travelled SR: Carries expose "Cancel" service, to which the Entitlement's url is supplied DM: I need to provide a Boarding Pass which does not involve accounting SR: If carries perform payment and Customer is known, Carriers can allocate original payment to Customer credit that can be used for subsequent purchase.
I want to change my journey and use (the payment I made) my credit towards the new journey rather than do a refund		

<u>Traveller End Customer Concerns & Requirements</u>	<u>TV Roles / Requirements</u>	<u>Carrier Roles/ Requirements</u>
IC: I want to know if there are any offers before I travel e.g. Upgrade	I want to be able to offer the ability to upgrade	DM: I need to offer the exchange for a upper level of comfort and I need to only require to difference of price rather than 2 transactions (cancellation/new sales) SR: Carriers expose "update" service to which original Entitlement's url is supplied. Carrier responds with list of available upgrades.
Within a short time of making a purchase of a non refundable product I realised I bought the wrong (day) ticket	JB: I need to be able to amend or cancel the reservation/ticket, free of charge, shortly after the ticket is issued - e.g. when I or the customer made a mistake CN: I want all information on my journey clear	DM: I need to provide a possibility to exchange without fees within a reasonable time after the purchase is made.
CN: I want to change my seat CN: I want to upgrade or downgrade	CN: Seat maps	
Pre-journey information (delays, cancellations etc.) JB: I want to be able to view my reservation and itinerary anytime - online, mobile etc. Delays & impact	Delays	Delays & service recovery DM: I need to inform directly the traveller about delays and commercial decisions following such delays
UD: Find/receive timely info in case of strikes/disruptions	KK - I want a system which automatically provides real-time traffic updates, and through which I can keep my customers informed. IC: I want to be able to provide 'real-time' journey information relating to platform numbers, delays, cancellations etc to the client by any sensible means e.g. Internet, sms, mobile	Delay information DM: I need to inform directly my customers when departure time is approaching and during the journey SR: Carriers must provide Delay information for all services (e.g. "Train number/date") or by Entitlement's url. Delays and other disruption information notifications can be posted on Entitlement and/or sent to Entitlement's Holder if known
JB: I want to get push notification on my mobile device if a train is cancelled or delayed (+30min) up to 30 minutes before departure JB: I want to get notified 24H before departure if service disruptions are expected on the network/journey I'll be travelling on (PRM assistance) Where and when will I meet my assistants	JB: records or itineraries should be automatically updated in case of delays or cancellations PRM assistance	PRM assistance

<u>Traveler End Customer Concerns & Requirements</u>	<u>TV Roles / Requirements</u>	<u>Carrier Roles/ Requirements</u>
	KK - I want a single point of contact to handle PRM service requests, through an electronic communication channel.	DM: I need to exchange on PRM requests from 3rd party distributors with other RUs if involved in the journey so that all concerned stations will handle the service. I also need to inform 3rd party distributors when a service cannot be offered in one of the stations involved in the journey. SR: Carriers must expose a PRR service request/query service. For a booked service, Entitlement IS the Customer's specific communications channel (i.e. it can support annotations by Customer and Carrier, chat or messaging sessions, etc)
Schedule changes	KK - I require real-time information on operators' schedule changes.	I need to give travellers the possibility to check their journey has not changed. For frequent travellers who have contact details I need to contact them directly to inform them on the changes. For 3rd party distributors clients, I need to provide information SR: Carrier's schedule changes can be published and subscribed by TVs and/or Customers (e.g. via feeds). For booked travel changes can be published to Entitlements and/or Customers when known
CN: I want to check-in before my travel HH: ? Check-in is a carrier requirement, today only for Eurostar		UD: I need timely info on possible disruptions from IMs and SMs
In-journey customer information & support Delays & impact UD: I'd like to find on board leaflets with the train route (stops, connections, ...) PRM assistance I need to know WHAT IS THE NEXT STOP AND WHAT TRAINS ARE DEPARTING and from what platform JB: If a train is delayed (on journeys including transfers) more than 20mins I would like to get push notification on my mobile device offering alternative connections	Delays. CN: I want to be able to warn the passenger of delays and take appropriate action if required PRM assistance	Delays & service recovery SR: For booked travel delays can be published to Entitlements and/or Customers when known Delay information PRM assistance SR: Carriers can expose service accepting Entitlement's url and returning next stop and departing trains. UD: I need timely info on possible disruptions from IMs and SMs

Travel End Customer Concerns & Requirements	TV Roles / Requirements	Carrier Roles/ Requirements
AC What time zone is my booking in when going across countries? CN: I missed my train, what should I do? UD: I'd like a free on board portal with info on the journey, sightseeing at next stops, etc. UD: I'd like to have free/paying access to internet on board		
Post-journey Customer support Delay compensation	Delay compensation/validation	Delay compensation/validation SR: Carriers expose "delay compensation" service to which Entitlement's url is supplied. Service validates entitlement to compensation, creates compensation and/or returns information
I need to know the as-run timetable for services I used	I need to know the as-run timetable for services I sold	I need to publish the as-run timetable for services SR: Carriers expose as-run information service to which Entitlement's url is supplied
I have my rights - eg. to travel free if one train is held up by another I want standardised rules for what constitutes a delay warranting compensation UD: I want to choose whether to claim my delay compensation at arrival station or later AC: How do I get Help for a multi leg/multicarrier/multi country journey	i need to recognise CIT regulations as documented in AIV I need access to the rules for what constitutes a delay warranting compensation	I need to recognise CIT regulations as documented in AIV UD: I need info on the reasons of delays to establish if the customer has a right to compensation
Pre Customer Involvement / Set-up - Additional aspects in terms of TVs and RUs	Licencing/authorisation JB: I want the licensing and authorization process to be standard across RUs and independent from my geographical location KK - I want a generic way of authorisation to sell multiple railways Integration	Licencing/autorisation DM: I need to bill the sales and therefore need to have a contract with the sales office and give it an identification so that it is authorised by the reservation system to access my inventory. CQ: Where is anything on collection and distribution of usage information - linked to after-sales and refunds making data available

<u>Travel End Customer Concerns & Requirements</u>	<u>TV Roles / Requirements</u>	<u>Carrier Roles/ Requirements</u>
	<p>JB: I want to be able to access and use RU reservation systems using standardized interface and processes Enabling framework with RUs: Authorisation to distribute / sell: retail license</p> <p>IC: I want to be able to connect to each RU's inventory system to make reservations, book tickets etc in a standardised manner IC: I want to be able to sell any RU product in any territory with a single licence from each RU</p>	<p>CQ: Where is anything on revenue control and access to sales databases</p> <p>Enabling framework with RUs: Authorisation to distribute / sell: retail license</p> <p>UD: Agreements on audits that carriers can perform on distributors'/retailers' sales</p>
Settlement methodology	<p>Settlement methodology Bonding/guarantees/credit management for distributors/retailers AC: Multiple or single PNR for Multi leg/Carrier booking? IC: I want a standard payment and settlement mechanism with each RU.</p>	<p>Settlement methodology Bonding/guarantees/credit management for distributors/retailers</p> <p>CQ: I need rights of audit - announced and unannounced CQ: I need to agree with TV level of detail of transactions - one record per sale or one record per product with number of times sold, etc CQ: What about the carrier needing to support GDS terminal protocols - does this need consideration?</p> <p>CQ: More generally - what do words mean - we need a data dictionary - we need definitions of ticketing objects</p>
CN: Back office activities	<p>CN: More automated way to follow up on my accounting system the payment / Settlement etc...</p> <p>CN: I want to make sure I receive commission from all railways DC: ticket and itin report</p>	
DC: Supplier sales reporting	DC: based on supplier reporting cycle, currency	