RAILEUROPE

Rail Europe Training
Systems Overview

► Enjoy Europe
Travel by Train!

Summary

- ► *Who is "Distribution Systems"?*

- ► *Overview of Euronet Distribution System*

- ► *WebServices Overview*

- ► *Main interactions between us*
  - ▷ *Account management*
  - ▷ *Submission and follow-up of technical cases*

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Who is "Distribution Systems"?

Who we are…

► Euronet and WebServices "Technical" teams of 6 people in RailEurope and a solution hosted by VSC-Technologies.

▷ Head Office in Paris: Romain Ventanas (Distribution System Director), Marie Wackenheim (Project Manager), Emmanuelle Perrier (WS Coordinator), Flavie Chaboud (Project Manager), Pierre Lévêque (Euronet coordinator), Elissaveta Noveva (technical coordinator).

▷ Mumbai Support Team, first level of support to GSAs: Kevin Chakre, Sandeep Kharat

▷ VSC-Technologies Team: Euronet technical hosts & administrators

► *3 tools*
   ▷ Euronet: THE application that allows you to sell !
   ▷ Billing Center: Where you'll find all necessary reports
   ▷ myRailEurope: GSA portal

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Who is "Distribution Systems"?

Our missions

► *Manage the production, every day*
  ▷ Production Support
    ▷ Login creation, technical requests follow-up, technical support
    ▷ Front & Back Office Administration
  ▷ Euronet 2 Platform's availability
    ▷ Euronet 2 is available 7 days a week, 24h/24
    ▷ Information on upgrades, downtimes... via the "System News" or "Bulletin Board"

► *Constantly improve our Distribution Tools*
  ▷ Adapt to & support products and channels necessary evolutions
    ▷ Examples: new products (ATOC, Renfe, etc.), new functions (P@H, Multi-Ticketing...)
  ▷ Always take into account the carriers and GSAs feedbacks
    ▷ Examples: implementation of exchange fees, quick links, myRailEurope, etc.
  ▷ 3-5 Versions per year + constant improvements to better serve you

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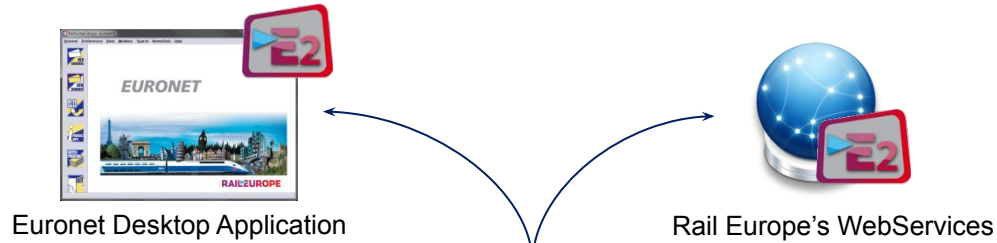# *Overview of Euronet Distribution System*

An unrivalled distribution system

► *Euronet supports various channels, to suit all needs*
  ▷ Desktop Application
  ▷ Web Services
  ▷ Rail Engine

► *Euronet sources the products from various origins*
  ▷ The *Euronet inventory* stores Passes & Open Tickets
    ▷ Eurail Passes, "National Passes", European Open Tickets, etc.
  ▷ The *SNCF system* gives access to French and international tickets & reservations
    ▷ TGVs, Teoz, Lunea, Eurostar, Lyria, Thalys, Artesia, France-Germany HS…
  ▷ *Direct Connexions* allow the sale of tickets & reservations on other major carriers
    ▷ Renfe, ATOC, DB, NTV, VIA Rail & Trenitalia next year.
  ▷ *Connexions through Hermes*, the International Exchange Platform, allows access to tickets & reservations on other major international trains
    ▷ TrenItalia trains, City Night Line, Reservations on ICE and Swiss Scenic trains, etc.
  ▷ Passes, tickets & reservations for Non-European trains are in the *NERO inventory*
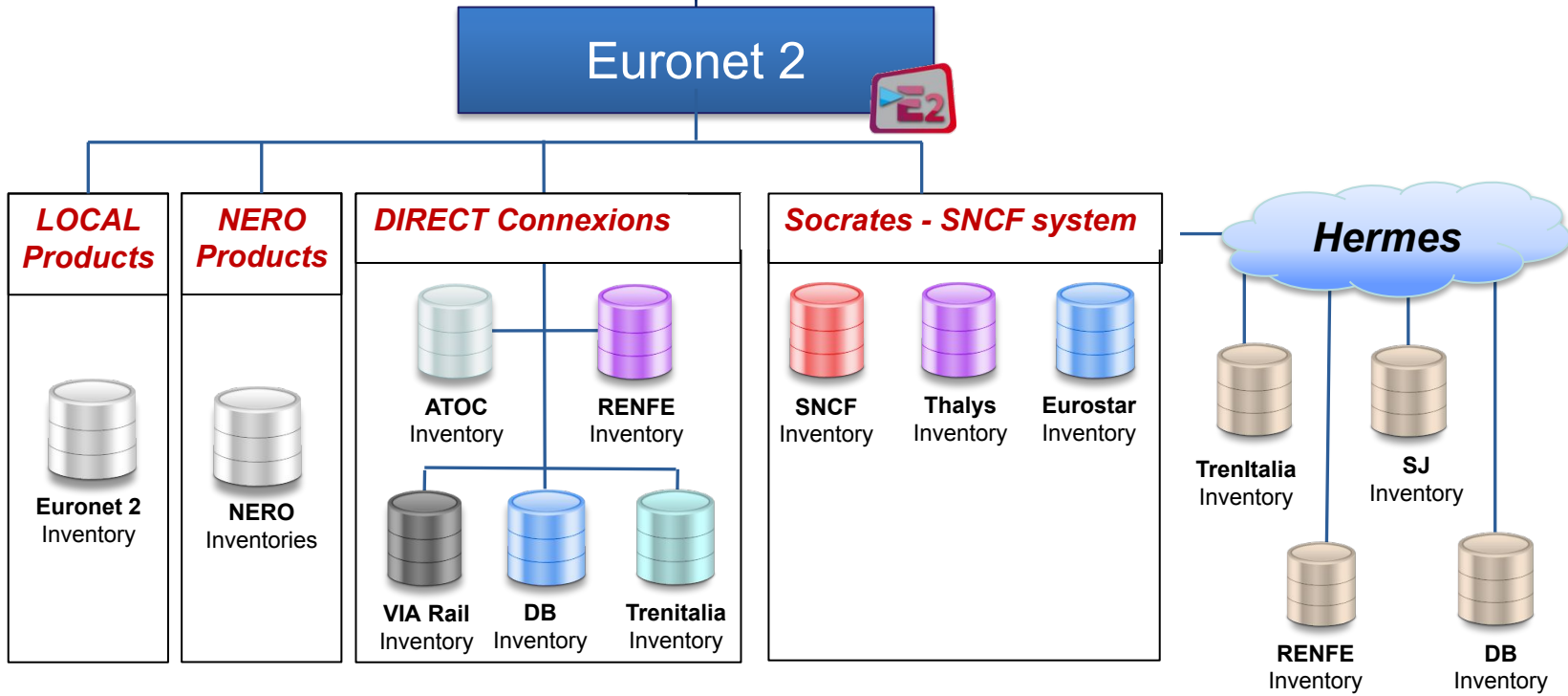
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Overview of Euronet Distribution System

Channels

Euronet Desktop Application

Rail Europe's WebServices

Euronet 2

Products

LOCAL Products

NERO Products

DIRECT Connexions

Socrates - SNCF system

Hermes

Euronet 2 Inventory

NERO Inventories

ATOC Inventory

RENFE Inventory

VIA Rail Inventory

DB Inventory

Trenitalia Inventory

SNCF Inventory

Thalys Inventory

Eurostar Inventory

TrenItalia Inventory

SJ Inventory

RENFE Inventory

DB Inventory

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Overview of Euronet Distribution System

Inventory opening times (availability)

HERMES Connections (International Exchange Platform)

Country	Carrier	Opens	Closes	Note
Austria*	OEBB	00:15	23:45	1
Belgium*	SNCB	00:15	23:45	1
Croatia*	HZ	00:15	23:45	1
Czech Republic	CD	02:00	23:30	
Denmark	DSB	04:45	23:30	
Finland	VR	04:00	23:30	
Germany	DB	00:15	23:45	
Hungary*	MA	00:15	23:45	1
Italy	Trenitalia	00:15	23:45	
Luxembourg*	CFL	00:15	23:45	1
Netherlands*	NS	00:15	23:45	1
Norway**	NSB	04:45	23:30	2
Poland	PKP	01:00	23:59	
Romania*	CR	00:15	23:45	1
Russia	RZD	04:00	23:30	
Slovenia*	SI	00:15	23:45	1
Slowakia	ZS	02:00	23:30	
Spain	Renfe	01:00	23:45	3
Sweden	SJ	00:00	23:59	
Switzerland*	SBB	00:15	23:45	1
UK	UK	04:00	23:30	3
Yugoslavia*	JZ	00:15	23:45	1
Crossboarder traffic	City Night Line	00:15	23:45	1
Crossboarder traffic	Elipsos	01:00	23:45	3

DIRECT Connections

Country	Carrier	Opens	Closes
Canada	VIA Rail	00:00	23:59
France	SNCF	00:00	23:59
Spain	Renfe	00:00	23:59
UK	ATOC	00:00	23:59
USA	Amtrak	00:00	23:59
Crossboarder traffic	Elipsos	00:00	23:59

SNCF Connections

Countries	Carrier	Opens	Closes
France-Italy	Artesia	00:00	23:59
France-Belgium	Brussels-France TGV	00:00	23:59
France-Belgium-UK	Eurostar	00:00	23:59
France-Germany	France-Germany High Speed	00:00	23:59
France-Spain	France-Spain TGV	00:00	23:59
France-Switerland	Geneva-Med TGV	00:00	23:59
France-Luxembourg	Paris-Luxembourg TGV	00:00	23:59
France-Switzerland	TGV Lyria	00:00	23:59
France-Belgium-Germany-Netherlands	Thalys	00:00	23:59

1: Hosted in DB's system, hence it has the same opening hours
2: Hosted in DSB's system, hence it has the same opening hours
3: Can also be booked via the Direct Connection, with broader opening times

All timings are estimates and correspond to Paris time

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Overview of Euronet Distribution System

DESKTOP Channel

WebServices Channel

EURONET

GSA

Rail Europe's WebServices

Sub Agent

YourCompanyWebSite. Com

Your Fullfiler

Rail Europe websites

Final Customer

Final Customer
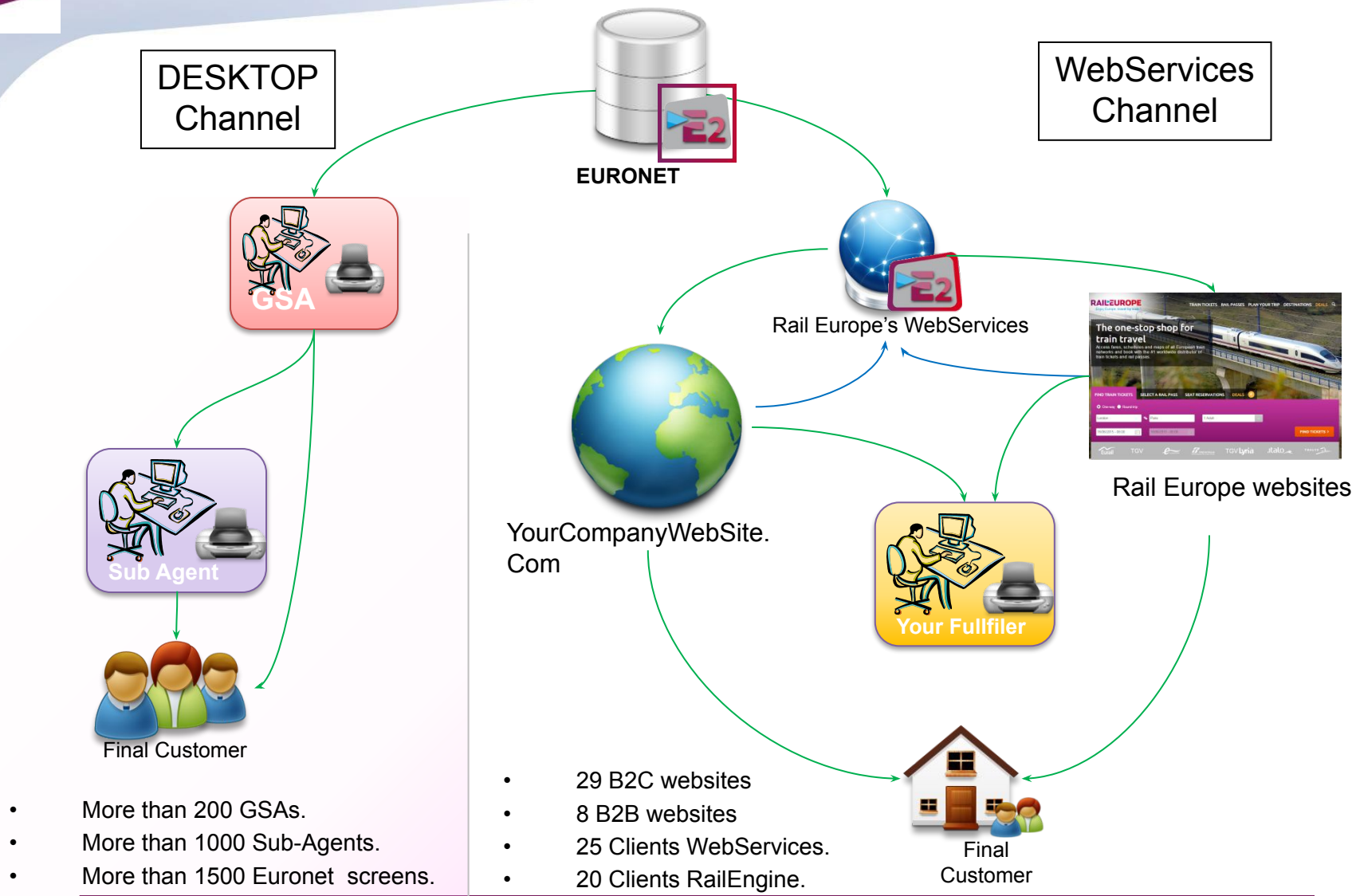
- More than 200 GSAs.
- More than 1000 Sub-Agents.
- More than 1500 Euronet screens.

- 29 B2C websites
- 8 B2B websites
- 25 Clients WebServices.
- 20 Clients RailEngine.

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WebServices Overview

WebServices : The online translation of Euronet

- Integration: your website accesses the Euronet server application via WebServices

- Unique one-stop shop: comprehensive online solution, best in the business

- WS are based on a XML or SOAP structure

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WebServices Overview

Usage

- Search for Products (point to point/ rail passes) availability and pricing

- Create Bookings

- Confirm Bookings

- Retrieve Booking Information

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WebServices Overview

Limitation

- Collect the payment
    - Solution: take offline payments or implement a payment gateway on your website

- Print bookings
    - For E2Paper tickets only
        - Solution: Use the Euronet Desktop Application

- Aftersales
    - Solution: Use the online portal MyRailEurope and the Euronet Desktop Application

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WebServices Overview

- 3 solutions

- Pure Webservices
  - Solution fully integrated on your website
  - Highly customizable
  - Strong IT team and good products knowledge required
  - At least 1 update per year

- Rail Engine
  - Plug-and-play framework
  - Solution integrated on your website
  - Look and feel only are customizable
  - Good IT team required
  - At least 1 update pear year

- Rail Engine Portal
  - Hosted by Rail Europe
  - External page from your website
  - No IT requirement
  - Logo and colors only are customizable
  - No update

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WebServices Overview

- The best solution is determined according to GSAs' revenue and IT staff

- To start a project

  - You need to liaise with our Sales department

  - One project manager is necessary on GSA's side

  - Starting date depends on Rail Europe Project team availability

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Main interactions between us

Types of Accounts

Primary account

Secondary account

Remote Printer account
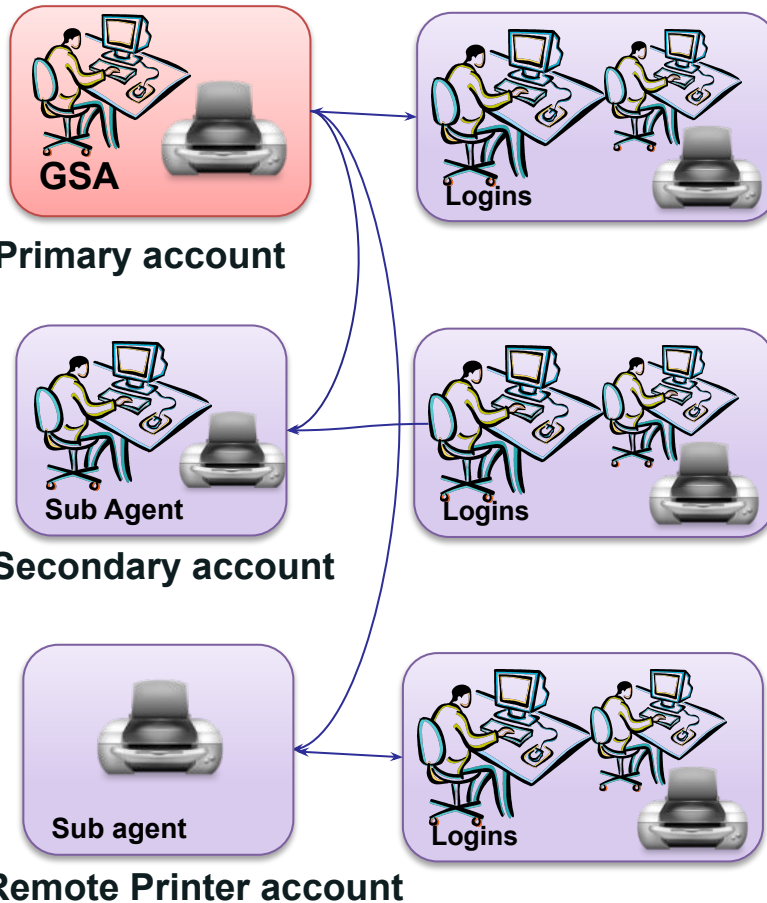
- **Primary account**
  A primary account must have a GSA contract with RE4A. Primary accounts can book and print Euronet tickets.

- **Secondary account**
  A secondary account can book and print Euronet tickets, but sales and ticket stock must be reported to its Primary account.

- **Remote Printer**
  A remote printer can only print Euronet tickets. Sales and ticket stock must be reported to its Primary account

- **Additional Logins**
  For each creation of account (Primary, Secondary or Remote) you have automatically one login. Euronet allows to create several logins for only one account.

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Main interactions between us

Account creation requests & Euronet installation

- You have to submit ALL secondary account and logins creation requests through myRailEurope portal.

- A few days later you will receive Euronet logins and the instructions on how to install Euronet

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Main interactions between us

myRailEurope, the GSA Portal

- All technical requests (booking locked, Euronet access, etc...) must be logged in myRailEurope portal.

- Each time there is an update on a case, you will receive an email. You can follow your cases on myRailEurope directly.

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Any Questions?

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