



## ACP RailNet 2 User Guide

<https://premium.acprailnet.com>

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Version 1.4

For immediate assistance please contact the Helpdesk at [Info@acprailnet.com](mailto:Info@acprailnet.com) or by phone at 514-904-2611 (Toll free for Canada and USA is 1-866-817-6383). Helpdesk is open on weekdays from 5:00 to 22:00 GMT.

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## Introduction

Dear RailNet User,

We would like to introduce you to our new and improved online booking system: ACP RailNet 2. We feel that there is no easier and better way to successfully book rail in the travel industry. Please use this document to help ensure a smooth transition.

### Login

Once your new account has been setup, we invite you to access the booking system at <https://premium.acprailnet.com> using the login information provided by ACP.

### Training

We suggest that all users begin their training by viewing the "Online Quick Training Videos" on the Help page, which is located on the top toolbar of the RailNet homepage. You can also select the Question Mark Icons during the booking process, which provide guidance relevant to the displayed page.

## Important Notes

### Your First Login to ACP RailNet 2

After logging on, you must go to **My Account** and update your outlet information. We recommend that you also change your password and security question.

### Ticket Stock

In ACP RailNet 2, outlets cannot input their own ticket range. This information can only be entered by ACP. Please inform ACP of your existing ticket stock range, which will enable you to print tickets in ACP RailNet 2.

## New Functions & Changes



### Help Icons

Select the ? Icon on any page in RailNet2 to receive helpful information related to the displayed page.

### New capability of RailNet 2 Booking System

Now accounts that fulfill in multiple currencies, in one location, can use one batch of ticket stock on one printer.

### Fulfilling PNR Segments

In ACP RailNet 2, you can apply payment or print one segment (item) from a PNR that has many segments (items), without having to fulfill all segments (items) at once. Please refer to Save PNR - Step 5: Payment.

### Reissue

In ACP RailNet 2 go to Manage Current PNR, select the Issued tab, then select the items and click Void. Then in the Paid tab, select the items and click Issue Selected.

### Charge & Issue

In ACP RailNet 2 in step 5 of saving a PNR, select items then click Apply Payment. Then click Save PNR. Under PNR Items, select the Paid tab where you can select items and click Issue Selected.

### Refunds

In ACP RailNet 2, 100% refunds are available up to 24 hrs after payment has been applied. After this time the refund is granted with penalties according to the terms and conditions. You can either Full Cancel under Manage Current PNR or Cancel under the PNR items: Paid, Issued and Outstanding tabs.

**Exceptions include seat/sleeper reservations, Global Tickets and SJ no-rebooking/SJ Just Now which cannot be refunded even within 24 hrs after payment has been applied.** To avoid penalties with these products we suggest considering the ticketing time limits below. If an itinerary is not final then there is the option of waiting until the last moment before applying payment.

### Ticketing Time Limits

New ticketing time limits apply in ACP RailNet 2, with the following guidelines:

- Seat reservations & Global fares: bookings are automatically cancelled 3 days prior to departure
- All passes: bookings are automatically cancelled 2 days prior to departure
- All on-request products: bookings are automatically cancelled 7 days after booking
- SJ products: bookings are automatically cancelled 4 days prior to departure
- SJ no-rebooking/SJ Just Now: bookings are automatically cancelled if not charged at time of booking
- SJ ITX: bookings are automatically cancelled 31 days prior to departure

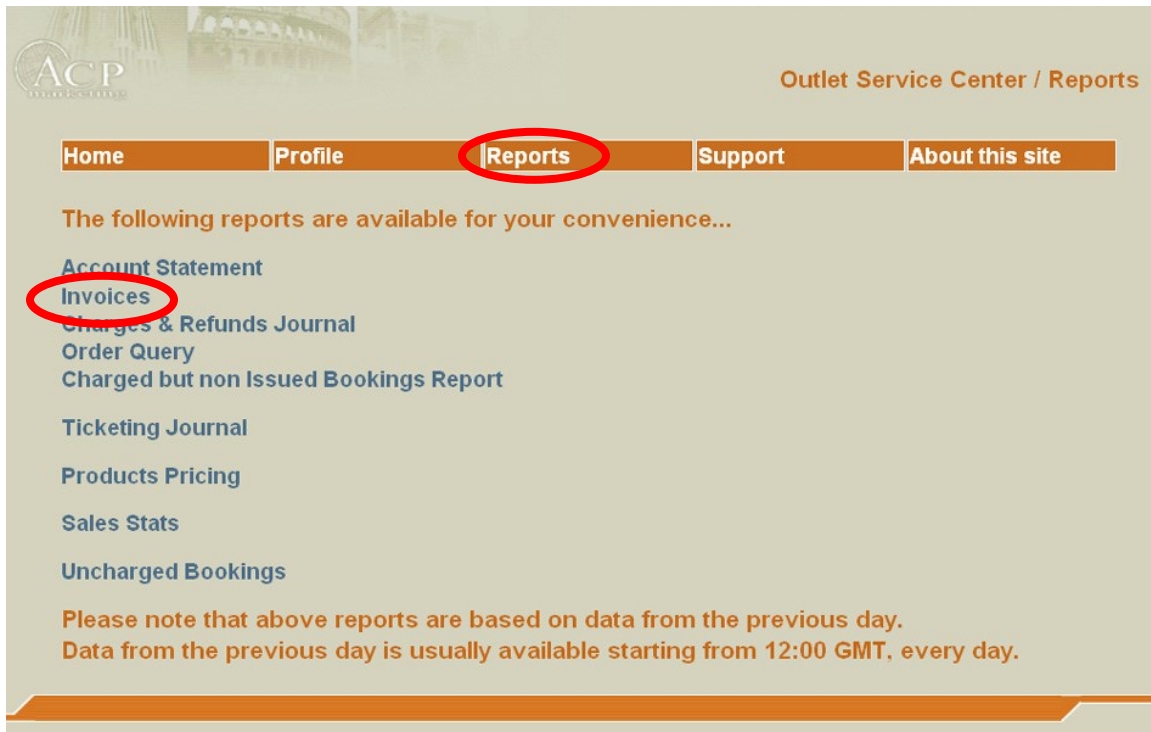
### Monthly Invoices

In the past RailNet outlets sent a monthly report to ACP. The monthly report will now be called the monthly invoice. Monthly invoices are generated for all outlets on the **2nd of every month**, as a statement of the previous month's sales. To obtain invoices, in ACP RailNet 2 open the Administration page. Go to the Outlet Service Center where you can Access The Service Center Website link. Go to Reports then select Invoices. Please send the monthly invoice to ACP, along with any voids and refunds and usual payment method.

#### OUTLET SERVICE CENTER

To access the Report Service Center just click the following link :

[Access the Service Center Website](#)



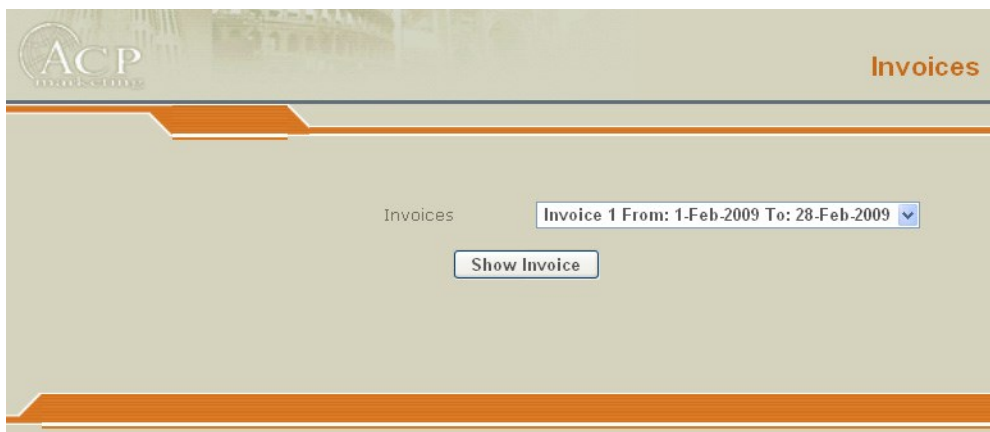
ACP RailNet 2  
Outlet Service Center / Reports

Home Profile **Reports** Support About this site

The following reports are available for your convenience...

- Account Statement
- Invoices**
- Charges & Refunds Journal
- Order Query
- Charged but non Issued Bookings Report
- Ticketing Journal
- Products Pricing
- Sales Stats
- Uncharged Bookings

Please note that above reports are based on data from the previous day.  
Data from the previous day is usually available starting from 12:00 GMT, every day.



ACP RailNet 2  
Invoices

Invoices Invoice 1 From: 1-Feb-2009 To: 28-Feb-2009

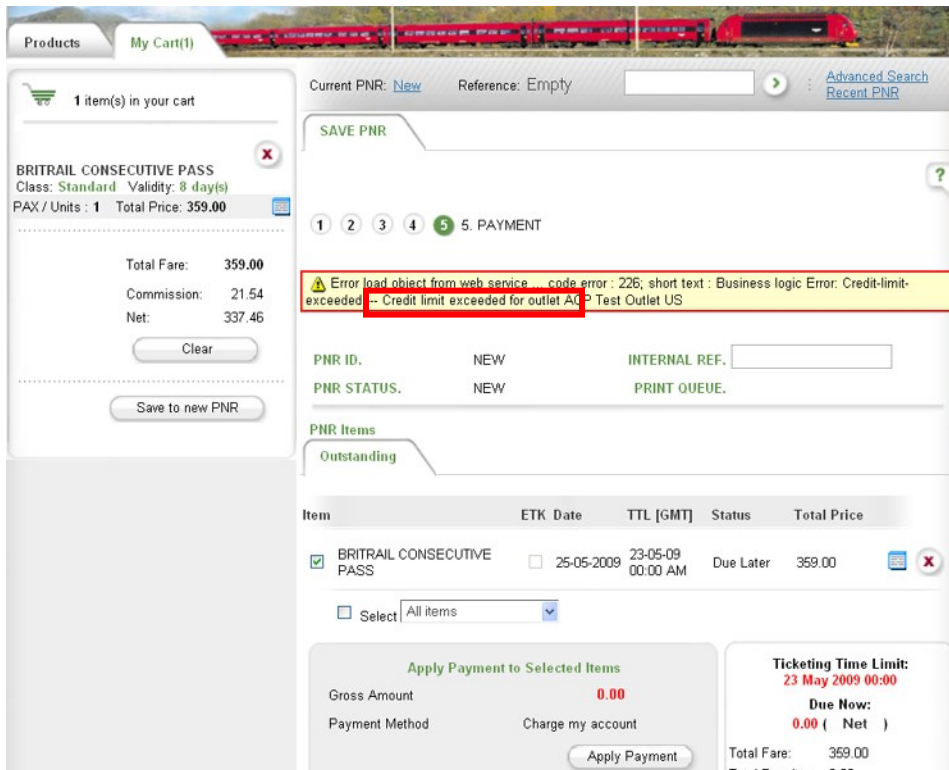
Show Invoice

## Sales Reports

RailNet outlets can still generate sales reports to evaluate their sales for a specific period of time. In ACP RailNet 2 open the Administration page. Go to the Outlet Service Center where you can Access The Service Center Website link. Go to Reports in the Outlet Service Center. Select the Sales Stats report.

## Credit Limit

Each account has been assigned a credit limit, based on the General Credit Application. When the error message reads **Credit Limit Exceeded for outlet**, the system will not allow new items to be saved to a PNR. In this case, please contact the Help Desk so that they can evaluate the credit limit and adjust it as required.



## New Terminology

Tickets and reservations without timetable = Direct Reservation

Refund = cancel (includes a penalty)

Order = PNR (Passenger Name Record)

## New Pricing Module

In RailNet 2 you will be able to access price lists. Go to **Administration** on the top of the home page. Scroll to the bottom to find the Pricing Module. Click on the link to access current and future price lists. Select the products you would like to generate price lists for.

## Helpdesk

For further assistance contact the Helpdesk at [Info@acprailnet.com](mailto:Info@acprailnet.com) or by phone at 514-904-2611 (Toll free for Canada and USA is 1-866-817-6383). Helpdesk is open on weekdays from 5:00 to 22:00 GMT.

## Technical Requirements

### Browser

We recommend you use Firefox version 3.x or Internet Explorer version 8, as ACP RailNet 2 is optimized for these browsers.

### Screen Resolution

The minimum screen resolution requirement is 800 by 600 pixels, however we recommend a screen resolution of 1024 by 768 pixels.



## Logging on

Go to the following address to access the login screen: <https://premium.acprailnet.com>

After logging on we suggest you begin by going to the top of the home page to find My Account, where you can update your account information.

**My Account** screen allows you to update your account information including your password and secret question.

### General Steps:

- 1) Update your profile by changing the appropriate fields;
- 2) Click Update My Account.

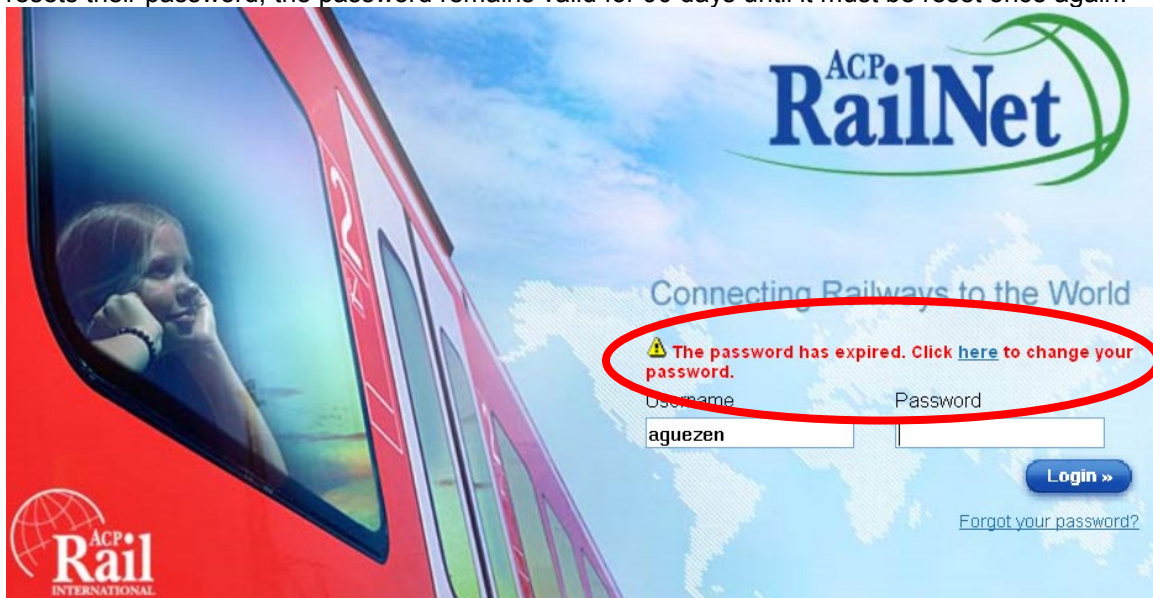
**Change Password and Security question** function screen allows you to update your password and security question information in one step.

### General Steps:

- 1) In My Account, click Change Password and Security Question;
- 2) Enter the old password and the new password (twice);
- 3) Select a secret question from the list and complete the corresponding answer field;
- 4) Click **Change Password** to apply the change.

## Password Expiration

Temporary passwords provided by ACP expire after 30 days for RailNet outlets. Once the user resets their password, the password remains valid for 90 days until it must be reset once again.







### Change Password and Secret Question

|                    |  |
|--------------------|--|
| User Name          | aguezen  |
| Old Password *     | <input type="text"/>   |
| New Password *     | <input type="text"/>   |
| Confirm Password * | <input type="text"/>   |
| Secret Question *  | What is my mother's maiden name?  |
| Secret Answer *    | <input type="text"/>   |

**Change Password**

Close

Temporary passwords for Travel Agents with an account on Agent ACP Rail expire after 7 days. Once the user resets their password, the password remains valid for 90 days until the password must be reset once again.

**Forgot Your Password?** screen allows you to update your password easily using your User Name and by correctly answering your Secret Question.

**General Steps:**

- 1) Click 'Forgot your password' on the login screen;
- 2) Enter User Name, select the correct question from the pull down list and enter the correct answer to the question.
- 3) Enter your new password twice and click **Change Password**.

## Online Quick Training Videos

On the top of the home page, click on [Help](#) to view the selection of online training videos.

Each video demonstrates the steps needed to complete the task at hand. Screenshots and dialogue boxes make these tutorials easy to follow. Take a few minutes to browse through the list:

- RailNet2 Login Screen Tutorial
- RailNet2 Home Page Tutorial
- RailNet2 Administration Tool Bar Tutorial
- RailNet2 Booking a BritRail Pass Tutorial
- RailNet2 Booking a Point to Point Tickets Tutorial
- RailNet2 Searching for PNRs Tutorial
- RailNet2 Direct Reservation Tutorial
- RailNet2 Special Training Video
- Generate reports
- Book On-Request Tickets (such as Eurostar)
- Search Point to Point Tickets with Timetable Only

## RailNet 2 Home Page

The **RailNet2 Home Page** allows you to access all of the functions in Railnet2. You can begin by viewing the toolbar at the top where Home, Administration, My Account, Help, Contact Info and Logout can be found.

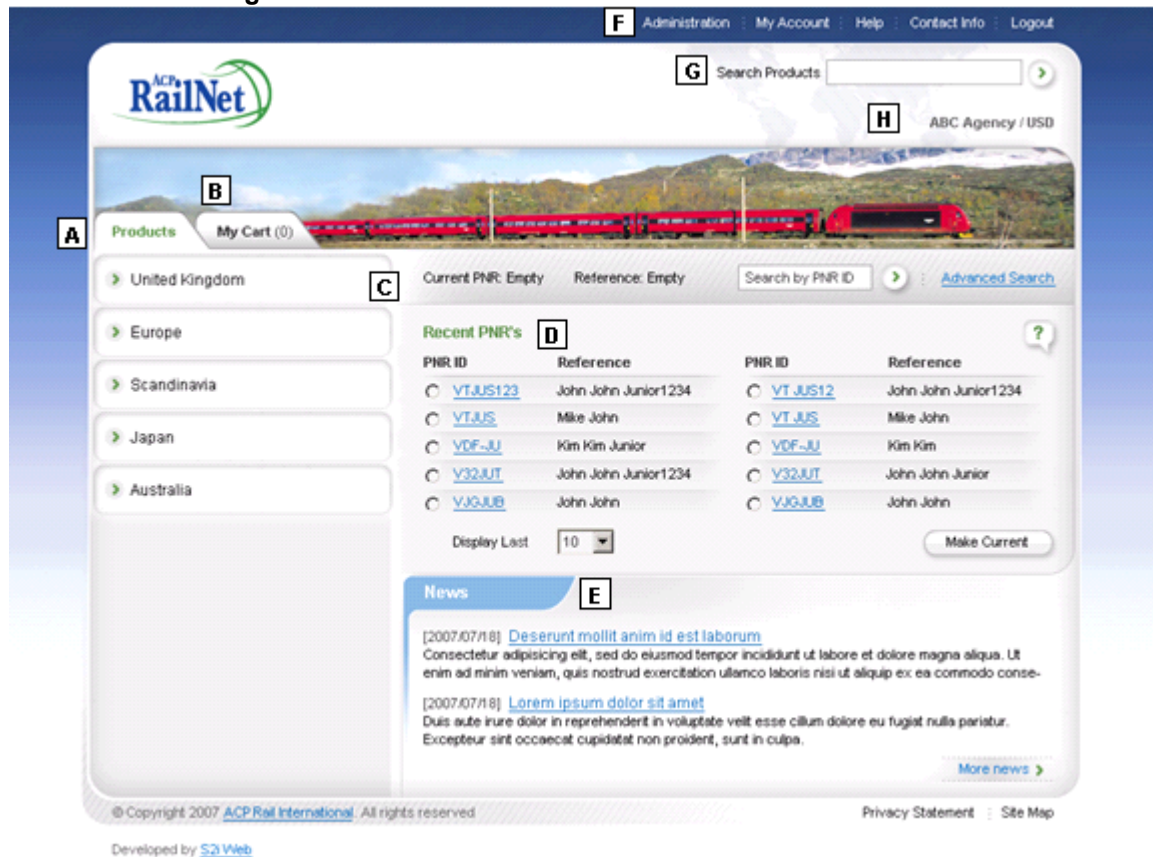
### Products Tab

The products tab is categorized by country and product categories, such as rail passes, point to point tickets or attractions. Currently you can browse the products of five destinations: United Kingdom, Europe, Scandinavia, Japan and Australia.

### My Cart Tab

Any products that you view can be added to My Cart. You can always click on My Cart to review its contents.

### RailNet 2 Home Page



The screenshot shows the RailNet 2 Home Page interface. Callout boxes are placed as follows:

- A**: Points to the 'Products' and 'My Cart (0)' tabs.
- B**: Points to the 'United Kingdom' product category menu item.
- C**: Points to the search area with 'Current PNR: Empty' and 'Reference: Empty'.
- D**: Points to the 'Recent PNR's' table.
- E**: Points to the 'News' section.
- F**: Points to the top navigation menu: Administration, My Account, Help, Contact Info, Logout.
- G**: Points to the 'Search Products' input field.
- H**: Points to the 'ABC Agency / USD' text.

### Functions Description (From left to right):

| Ref. | Function         | Remark   |
|------|------------------|--|
| A    | Product Menu Tab | RailNet2 will display available product categories according to your access privileges. The products menu is organized by country & product family. Example: To access United Kingdom products click on the menu option. |
| B    | My Cart Tab      | My Cart contains RailNet2 products that you have added to  |

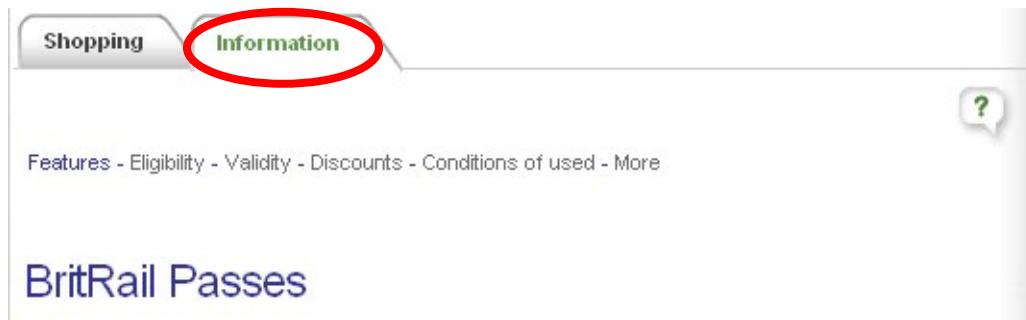
|   |                          |   |
|---|--------------------------|---|
|   |                          | the basket while shopping. This tab also allows you to save the contents of your cart to a current or new PNR.  |
| C | PNR Management Functions | PNR management functions include :<br>- Quick Search by PNR ID;<br>- Advanced Search;<br>- Display the PNR currently assigned to your session.  |
| D | Recent PNRs              | This section displays a list of recent PNRs that you have access to. (This list is managed by user login)   |
| E | News                     | This section displays recent news. To access all news items click More News.  |
| F | General functions        | These functions are accessible from any RailNet2 page:<br>- Administration: Allows you to access the user guide, reports, marketing materials & the Print Batch Tickets function.<br>- My Account: Allows you to access & update account information, including changing your password.<br>- Help: Accesses RailNet2 general help & training videos.<br>- Contact Info: Displays useful contact information.<br>- Logout: Logout from RailNet2. |
| G | Search Products          | Allows you to search the product database information.  |
| H | Login information        | Displays account name & currency.   |

## Product Information

**Product Information** screen gives you useful information about the current product.

**General Steps:**

- 1) Click the Information Tab to access information corresponding to the current product.
- 2) Click the local link topics, including Features, Eligibility, Discounts, Conditions of Use and More, to quickly access related information in the page.

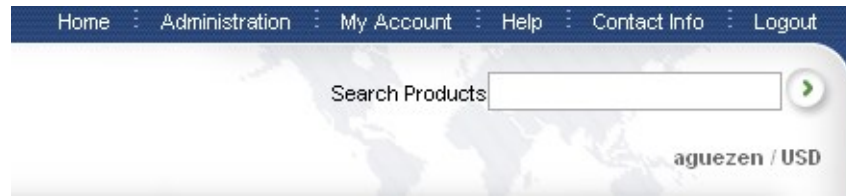


## Search Products

**Search Products Result Page** screen gives you the list of products corresponding to your search criteria.

**General Steps:**

- 1) On the top of any RailNet2 page, you can enter words in the Search Products field;
- 2) Click start search '>' to perform the search;
- 3) The system will generate a list of search results using the key word you entered.



## Shopping



Note: Throughout the shopping process you are invited to click the Help Icon to view context sensitive help related to each function of RailNet2.

### Relevant Definitions

#### Version

- Any: System will find all (Flexible and Consecutive) versions of the selected product;
- Flexible: System will find only flexible versions related to the selected product. A flexible pass provides travel for consecutive or non consecutive days during the pass' validity;
- Consecutive: System will find only consecutive versions related to the selected product. A consecutive pass provides travel for a consecutive number of days.

#### Fare Type

- Any: System will find all fares related to the selected product;
- Regular: System will find only standard fares related to the selected product;
- ITX: System will find ITX fares related to the selected product.

#### Class of Service

- Any: System will find all Classes of Service for the selected product;
- Standard: System will find only Standard Class of Service for the selected product;
- First: System will find only First Class of Service for the selected product;
- Business: System will find only Business Class of Service for the selected product;
- Couchette: System will find only Couchette Class of Service for the selected product;
- Sleeper: System will find only Sleeper Class of Service for the selected product.

## Shopping Passes

**Shopping passes - Function** screen allows you to find the passes and products that best fit your customers' specific request. Depending on the options selected & passenger mix information, Railnet2 will find a list of available passes.

#### General Steps:

- 1) Select the first day of travel from the calendar icon;
- 2) Modify Pass Details from the pull down list & Check Pass Safeguard plan (optional);
- 3) Enter passenger mix information;
- 4) Click Find Products.

**Shopping Passes - Matching Products** screen allows you to select the best product fit that matches your shopping criteria.

**General Steps:**

- 1) Select the proper items from the product list;
- 2) Refer to the Information tab for product information;
- 3) Click Add to Cart.

## Shopping Select Passes

**Shopping Select Passes function** screen allows you to select up to five countries that will be included in your select pass. Depending on the number of countries selected, pass details and the passenger mix information, Railnet2 will find a list of available passes.

**General Steps:**

- 1) Select the country or countries (up to 5) by clicking on the map;
- 2) Selected countries are displayed on the right portion of your screen;
- 3) Select your first day of travel;
- 4) Modify Pass Details using the pull down list & Check Pass Safeguard plan (optional);
- 5) Enter the passenger mix information;
- 6) Click **Find Products**.

**Shopping Select Passes - Matching Products** screen allows you to select the best product fit that matches your shopping criteria.

**General Steps:**

- 1) Select the proper items from the product list;
- 2) Refer to the Information tab for product information;
- 3) Click **Add to Cart**.

## Shopping Point to Point Tickets

**Shopping Point to Point Tickets function** screen allows you to find tickets that best fit your customer's specific request. Depending on the origin & destination, options selected and the passenger mix information, Railnet2 will find a list of available tickets.

**You have three options when booking Point to Point tickets:**

- One Way Outbound
- Outbound and Inbound, selecting one way tickets for each way
- Round trip

### Point to Point Search Methods

There are three Point to Point search methods:

- With timetables
- Without timetables
- NEW Timetable Only

Searching **Without Timetable** is the quickest to find open ticket fares if train times are not a concern. For some countries where timetables are simply not available, this is the only way to go when shopping for open tickets.

Searching **With Timetable** is designed to present train connections with prices for the traveling party in all available classes in one integrated display. It makes it easy to see what's available and compare price options. However, it is not possible to calculate prices for a large number of trains at once, so no more than three priced train connections will be displayed at a time. This option may not be convenient when browsing through several timetable possibilities.

The new **Timetable Only** search offers a full day of timetable display, while maintaining the ease of checking prices. In a single page, all trains available for that day are displayed. From there, it is possible to search next day or previous day with one click. Use the checkboxes to request prices for up to three of any train connections displayed. As in the *With Timetables* search, prices will be automatically calculated for the party in all available classes. The response time will depend on how many trains are selected. Night trains take longer as the variety of classes is wider. As in *With Timetables*, specifying a service class in the search criteria will speed up the search.

Another great feature of *Timetable Only* is **printer friendly timetables**. Clicking on "Printable Version" opens a new browser window with timetable information that is formatted for printing.

## One Way Outbound

### General Steps: One Way Outbound

- 1) Identify Point of Origin and Destination stations;
- 2) Enter the Outbound date using the calendar icon & time of travel;
- 3) Modify Ticket Details from the pull down list, including Class and Fare Type;
- 4) Enter the passenger mix information;
- 5) You can search for products With Timetables and the system will search for tickets with itineraries or Without Timetables and the system will only show you open tickets that meet your request;
- 5) Click **Find Products**.

**Shopping Point to Point Tickets One Way Outbound - Matching Products** screen allows you to select the product & itinerary (when using With Timetables) that match your shopping criteria for the **outbound** portion of your travel.

### General Steps when using With Timetables:

- 1) Select the proper departure itinerary from the Outbound trains table;
- 2) Select the best fare corresponding to your needs, one way or round trip;
- 3) Click **Add to Cart**.

**Seat Preferences and Complementary Information** screen ask you for seat preference in the case of reservation product or gives you complementary information about selected product item.

### General Steps:

- 1) Complete placement specifications, including seating (window or aisle) if desired or read complementary information;
- 2) Click **Add to Cart** to save the product to your Cart.

## One Way Outbound and One Way Inbound

### General Steps: Outbound and Inbound

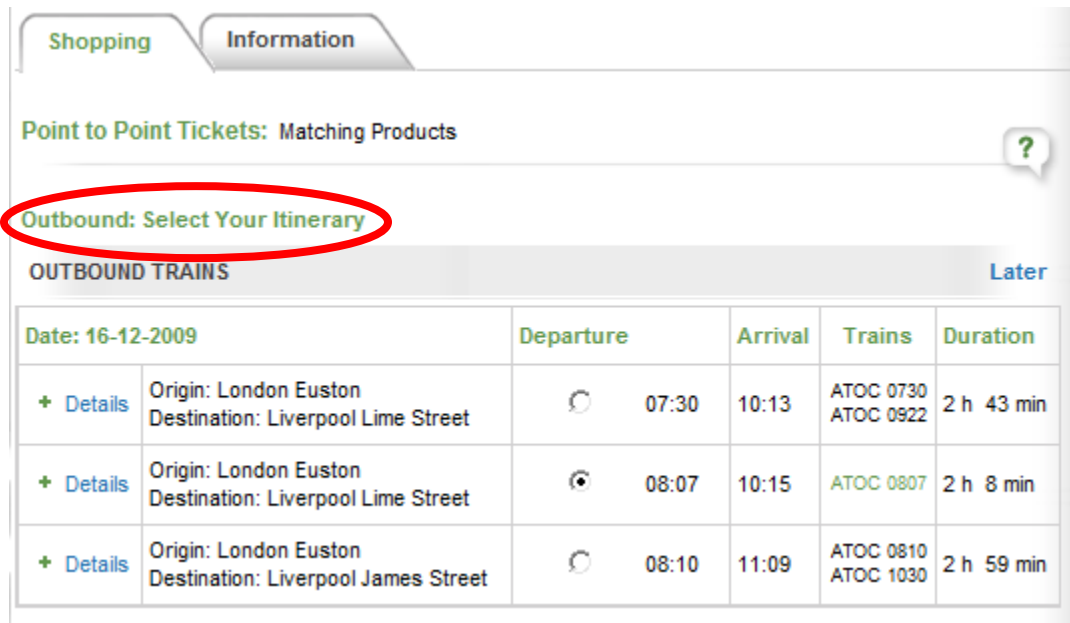
- 1) Identify stations including Point of Origin & Destination;
- 2) Enter the Outbound date using the calendar icon & time of travel;
- 3) Enter the Inbound date using the calendar icon & time of travel;
- 4) Modify Ticket Details from the pull down list, including Class and Fare Type;
- 5) Enter the passenger mix information;

- 6) You can search for products With Timetables and the system will search for tickets with itineraries or Without Timetables and the system will only show you open tickets that meet your request;
- 7) Click **Find Products**.

**Shopping Point to Point Tickets Outbound and Inbound - Matching Products** screen allows you to select the product & itinerary (when using With Timetables) that match your shopping criteria for the **outbound** portion of your travel.

**General Steps when using With Timetables:**

- 1) Select the proper departure itinerary from the Outbound trains table;



Shopping Information

Point to Point Tickets: Matching Products ?

**Outbound: Select Your Itinerary**

OUTBOUND TRAINS Later

| Date: 16-12-2009          |  | Departure                              | Arrival | Trains                 | Duration   |
|---------------------------|--|--|---------|------------------------|------------|
| <a href="#">+ Details</a> | Origin: London Euston<br>Destination: Liverpool Lime Street  | <input type="radio"/> 07:30            | 10:13   | ATOC 0730<br>ATOC 0922 | 2 h 43 min |
| <a href="#">+ Details</a> | Origin: London Euston<br>Destination: Liverpool Lime Street  | <input checked="" type="radio"/> 08:07 | 10:15   | ATOC 0807              | 2 h 8 min  |
| <a href="#">+ Details</a> | Origin: London Euston<br>Destination: Liverpool James Street | <input type="radio"/> 08:10            | 11:09   | ATOC 0810<br>ATOC 1030 | 2 h 59 min |

- 2) Select the best fare corresponding to your needs, one way;
- 3) Click **Next** to display Inbound information.



Outbound: Select Your Fare

| Ticket Type | Fare Type             | Item  | Class                                  | Total Price |
|-------------|-----------------------|---|--|-------------|
| One Way     | Regular               | <input checked="" type="radio"/> BRITRAIL POINT TO POINT TICKET | <input checked="" type="radio"/> FIRST | 162.00      |
|             |                       | <input type="radio"/>   | <input type="radio"/> STANDARD         | 116.00      |
|             | <input type="radio"/> | BRITRAIL SEAT RESERVATION (TICKET OR PASS NEEDED)               | <input type="radio"/> FIRST            | 12.00       |
|             |                       | <input type="radio"/>   | <input type="radio"/> STANDARD         | 12.00       |
|             | <input type="radio"/> | BRITRAIL TICKET & SEAT RESERVATION                              | <input type="radio"/> FIRST            | 174.00      |
|             |                       | <input type="radio"/>   | <input type="radio"/> STANDARD         | 128.00      |
|             | <input type="radio"/> | BRITRAIL TICKET & SEAT RESERVATION EUROPE                       | <input type="radio"/> FIRST            | 12.00       |
|             |                       | <input type="radio"/>   | <input type="radio"/> STANDARD         | 12.00       |
| Round Trip  | Regular               | <input type="radio"/> BRITRAIL POINT TO POINT TICKET            | <input type="radio"/> FIRST            | 243.00      |
|             |                       | <input type="radio"/>   | <input type="radio"/> STANDARD         | 148.00      |

[Printable Timetable](#)

[<Previous](#)

[Next>](#)

**Shopping Point to Point Tickets Outbound and Inbound - Matching Products** screen allows you to select the product & itinerary (when using With Timetables) that match your shopping criteria for the **Inbound** portion of your travel.

**General Steps when using With Timetables:**

- 1) Select the proper departure itinerary from the Inbound trains table (This table shows you possible itineraries corresponding to your criteria. To display other possible itineraries click **Later**);
- 2) Select the best fare corresponding to your needs;
- 3) Click **Add to Cart**.

**Seat Preferences and Complementary Information** screen ask you for seat preference in the case of reservation product or gives you complementary information about selected product item.

**General Steps:**

- 1) Complete placement specifications, including seating (window or aisle) if desired or read complementary information;
- 2) Click **Add to Cart** to save the product to your Cart.

## Round Trip

**General Steps: Round trip**

- 1) Identify stations including Point of Origin & Destination;
- 2) Enter the Outbound date using the calendar icon & time of travel (Inbound date is optional);
- 3) Modify Ticket Details from the pull down list, including Class of service and Fare Type;
- 4) Enter the passenger mix information;
- 5) You can search for products With Timetables and the system will search for tickets with itineraries or Without Timetables and the system will only show you open tickets that meet your request;
- 5) Click **Find Products**.

**Shopping Point to Point Tickets Round trip - Matching Products** screen allows you to select the product & itinerary (when using With Timetables) that match your shopping criteria for the **outbound** portion of your travel.

**General Steps when using With Timetables:**

- 1) Select the proper departure itinerary from the Outbound trains table;
- 2) Select the best fare corresponding to your needs, round trip;
- 3) Click **Next** to display Inbound information or the confirmation page.

**Shopping Point to Point Tickets Round trip - Matching Products** screen allows you to select the product & itinerary (when using With Timetables) that match your shopping criteria for the **Inbound** portion of your travel.

**General Steps when using With Timetables:**

- 1) If you have selected round trip you can decide to select **Roundtrip selected or no return ticket** item for the inbound portion of your trip.
- 2) Click **Add to Cart**.

**Seat Preferences and Complementary Information** screen ask you for seat preference in the case of reservation product or gives you complementary information about selected product item.

**General Steps:**

- 1) Complete placement specifications, including seating (window or aisle) if desired or read complementary information;

2) Click **Add to Cart** to save the product to your Cart.

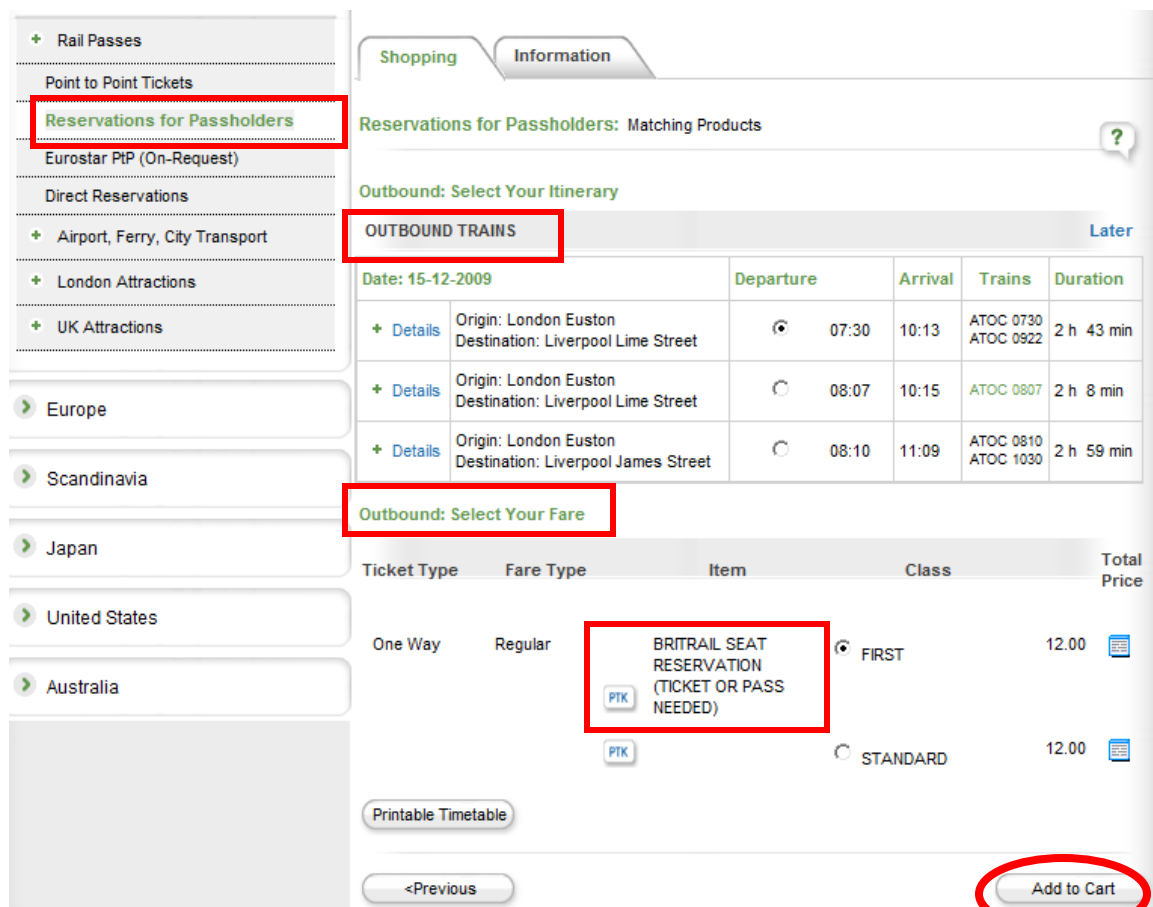
**Shopping Point to Point Tickets Round trip – Continue Shopping** to make reservations for the inbound and outbound portions of your trip.

## Seat Reservations

**Shopping Point to Point Tickets– Reservations for Passholders** to make reservations for the outbound portion of your trip.

### General Steps:

- 1) To continue shopping go to Reservations for Passholders on the product list;
- 2) Select your itinerary for the outbound portion of your trip;
- 3) Select the fare for your one way seat reservation;
- 4) Click **Next** or **Add to Cart**.



**Reservations for Passholders**

Reservations for Passholders: Matching Products

Outbound: Select Your Itinerary

**OUTBOUND TRAINS**

Date: 15-12-2009

|   | Departure | Arrival | Trains                 | Duration   |
|---|-----------|---------|------------------------|------------|
| <a href="#">+ Details</a><br>Origin: London Euston<br>Destination: Liverpool Lime Street  | 07:30     | 10:13   | ATOC 0730<br>ATOC 0922 | 2 h 43 min |
| <a href="#">+ Details</a><br>Origin: London Euston<br>Destination: Liverpool Lime Street  | 08:07     | 10:15   | ATOC 0807              | 2 h 8 min  |
| <a href="#">+ Details</a><br>Origin: London Euston<br>Destination: Liverpool James Street | 08:10     | 11:09   | ATOC 0810<br>ATOC 1030 | 2 h 59 min |

Outbound: Select Your Fare

| Ticket Type | Fare Type | Item   | Class | Total Price |
|-------------|-----------|--|-------|-------------|
| One Way     | Regular   | <b>BRITRAIL SEAT RESERVATION (TICKET OR PASS NEEDED)</b> | FIRST | 12.00       |
|             |           | STANDARD   |       | 12.00       |

**Add to Cart**

**Shopping Point to Point Tickets– Reservations for Passholders** to make reservations for the inbound portion of your trip.



**General Steps:**

- 1) Select your itinerary for the inbound portion of your trip;
- 2) Select the fare for your one way seat reservation or you can select no return ticket;
- 3) Click **Add to Cart**.

**Inbound: Select Your Itinerary**

| INBOUND TRAINS            |   | Later                                  |         |                        |            |
|---------------------------|---|--|---------|------------------------|------------|
| Date: 18-12-2009          |   | Departure                              | Arrival | Trains                 | Duration   |
| <a href="#">+ Details</a> | Origin: Liverpool Lime Street<br>Destination: London Euston | <input type="radio"/> 03:38            | 07:28   | ATOC 0338<br>ATOC 0505 | 3 h 50 min |
| <a href="#">+ Details</a> | Origin: Liverpool Lime Street<br>Destination: London Euston | <input checked="" type="radio"/> 05:27 | 07:50   | ATOC 0527              | 2 h 23 min |
| <a href="#">+ Details</a> | Origin: Liverpool Lime Street<br>Destination: London Euston | <input type="radio"/> 06:05            | 08:22   | ATOC 0605              | 2 h 17 min |

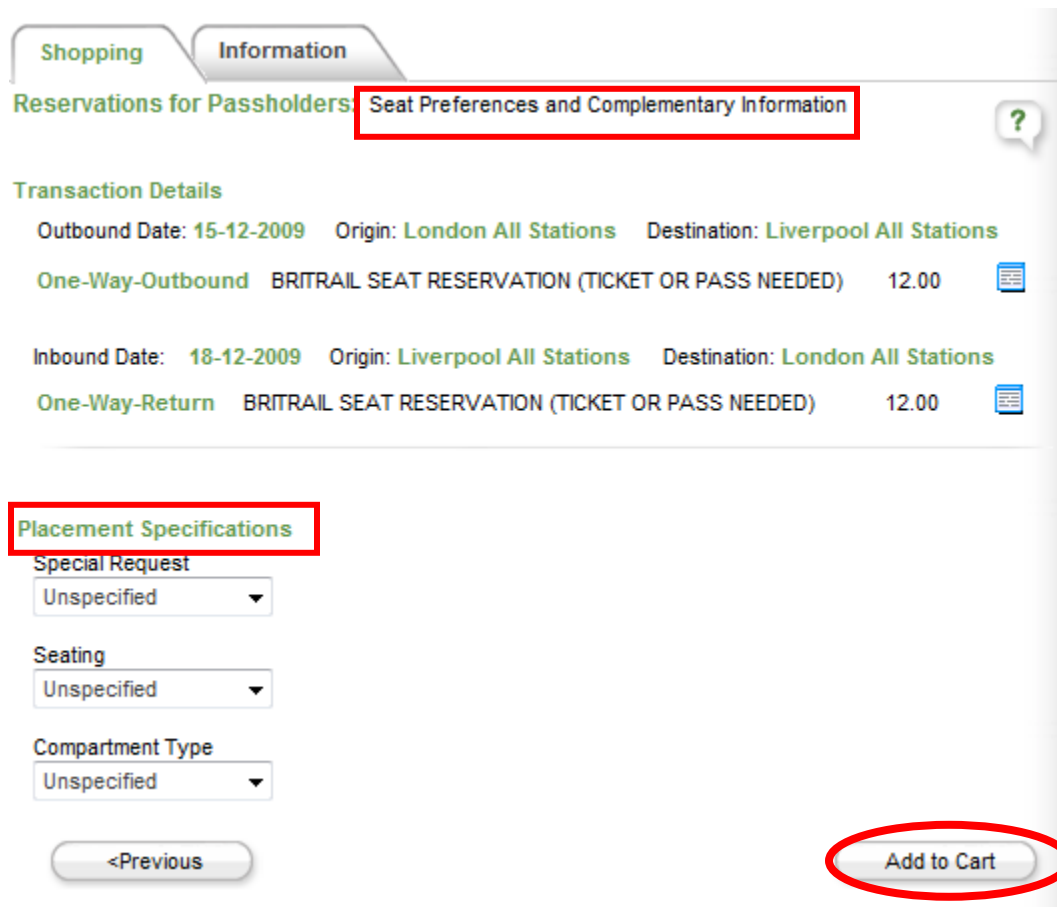
**Outbound: Select Your Fare**

| Ticket Type | Fare Type  | Item  | Class   | Total Price   |
|-------------|--|---|---|---|
| One Way     | Regular  | BRITRAIL SEAT RESERVATION (TICKET OR PASS NEEDED) | <input checked="" type="radio"/> FIRST  | 12.00  |
|             | <input type="radio"/> STANDARD                               |   | 12.00  |   |
|             | <input type="radio"/> Roundtrip selected or no return ticket |   |   |   |

**Seat Preferences and Complementary Information** screen ask you for seat preference in the case of reservation product or gives you complementary information about selected product item.

**General Steps:**

- 1) Complete placement specifications, including seating (window or aisle) if desired or read complementary information;
- 2) Click **Add to Cart** to save the product to your Cart.



Shopping Information

Reservations for Passholders **Seat Preferences and Complementary Information** ?

**Transaction Details**

Outbound Date: 15-12-2009 Origin: London All Stations Destination: Liverpool All Stations

One-Way-Outbound BRITRAIL SEAT RESERVATION (TICKET OR PASS NEEDED) 12.00

Inbound Date: 18-12-2009 Origin: Liverpool All Stations Destination: London All Stations

One-Way-Return BRITRAIL SEAT RESERVATION (TICKET OR PASS NEEDED) 12.00

**Placement Specifications**

Special Request  
Unspecified

Seating  
Unspecified

Compartment Type  
Unspecified

<Previous Add to Cart

**Note:** The Information tab mentions how to recognize seat reservations for passholders on printed tickets. Seat reservations for BritRail pass or ticket holders will have “Valid with ticket only” printed on the bottom left corner. Seat reservations that are valid for other rail pass holders (ex. Eurail, InterRail, German Rail...) will have the word “PASS” on the bottom left corner of the printed ticket. Seat reservations for pass holders will not be accepted without the proper rail pass.

## Shopping Direct Reservation

**Direct Reservation - function** screen allows you to make a custom reservation by entering the train number & type, product that you want to reserve and the class of service. Depending on the information entered, Railnet2 will find products for your specific reservation.

**General Steps:**

- 1) Identify the Point of Origin & Destination train stations;
- 2) Enter the first date of travel using the calendar icon;
- 3) Enter the Train Details, including train number;
- 4) Enter the passenger mix information;
- 5) Click **Find Products**.

**Shopping Direct Reservation - Matching Products** screen displays the matching products for your selected criteria.

**General Step :**

- 1) Select the Item if it corresponds to your criteria;
- 2) Click **Next** to display the **Seat Preferences and Complementary Information** screen.

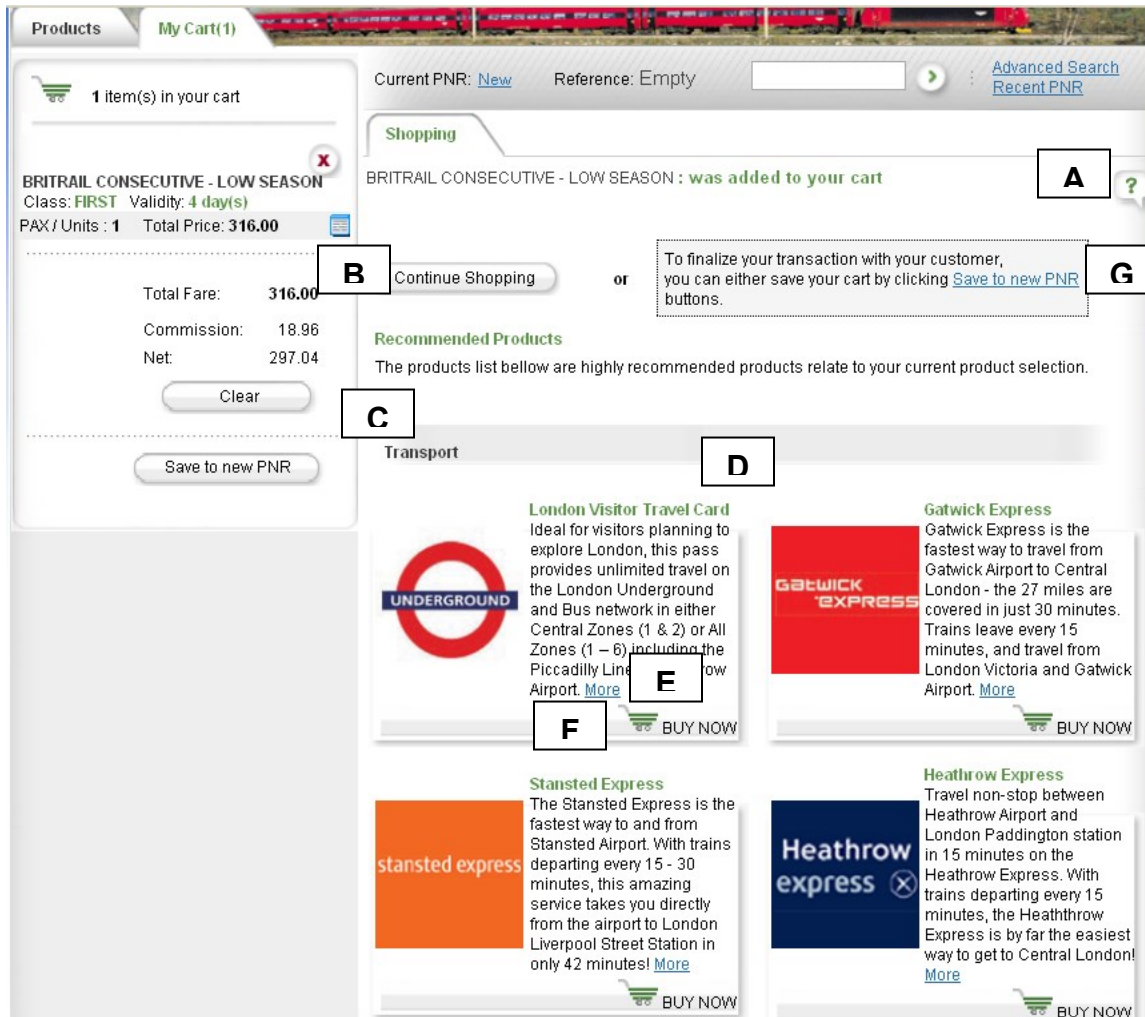
For more details about train type, class of service and product when booking a Direct Reservation please refer to the table in FAQ.

## Shopping Recommended Products

**Shopping Recommended Products - function** screen allows you to suggest related products to your customer corresponding to the product just added to the cart. Railnet2 will give you a list of the best available products, logically grouped by category.

**General Steps:**

- 1) Click Continue Shopping to go back to the previous screen (product matching);  
OR
- 2) Click Save to new PNR or Save to current PNR to finalize your transaction;  
OR
- 3) Click on the Cart Icon next to the recommended product to access the shopping screen for that product.



The screenshot shows a shopping cart interface. At the top, it says 'My Cart(1)' and '1 item(s) in your cart'. The item is 'BRITRAIL CONSECUTIVE - LOW SEASON' with a class of 'FIRST' and a validity of '4 day(s)'. The total price is '316.00'. There are buttons for 'Continue Shopping' (B), 'Save to new PNR' (G), and 'Clear'. A 'Recommended Products' section is titled 'Transport' (C) and lists four products: 'London Visitor Travel Card' (E), 'Gatwick Express' (D), 'Stansted Express' (F), and 'Heathrow Express'. Each product has a 'BUY NOW' button. A help icon (A) is visible in the top right of the product area. A text box (G) provides instructions on how to finalize the transaction.

### Field Descriptions:

| Field | Field Name        | Remark  |
|-------|-------------------|---|
| A     | Help              | Displays context sensitive help related to each function of RailNet2.             |
| B     | Continue Shopping | Click Continue Shopping to go back to the previous screen (Product Matching)      |
| C     | Category          | Title of the Category. Recommended products are grouped by categories.            |
| D     | Product list      | List of recommended products.   |
| E     | More              | Click on More the get more information about this product.                        |
| F     | Cart (Icon)       | Click on the Cart Icon to access the shopping screen for that product.            |
| G     | Save PNR links    | Click either Save to new PNR or Save to current PNR to finalize your transaction. |



## Shopping On Request (\*O-R) Products

When shopping on request products you will need to submit a request to the ACP Call Center for the product and/or the fare. On request products can be passes or point to point tickets as in RailNet 2. These products are considered on request because the product and/or fare is not accessible directly through the RailNet inventory or interface.

**On Request (\*O-R) Products include:**

### USA

Amtrak – USA Pass and Point to Points Tickets

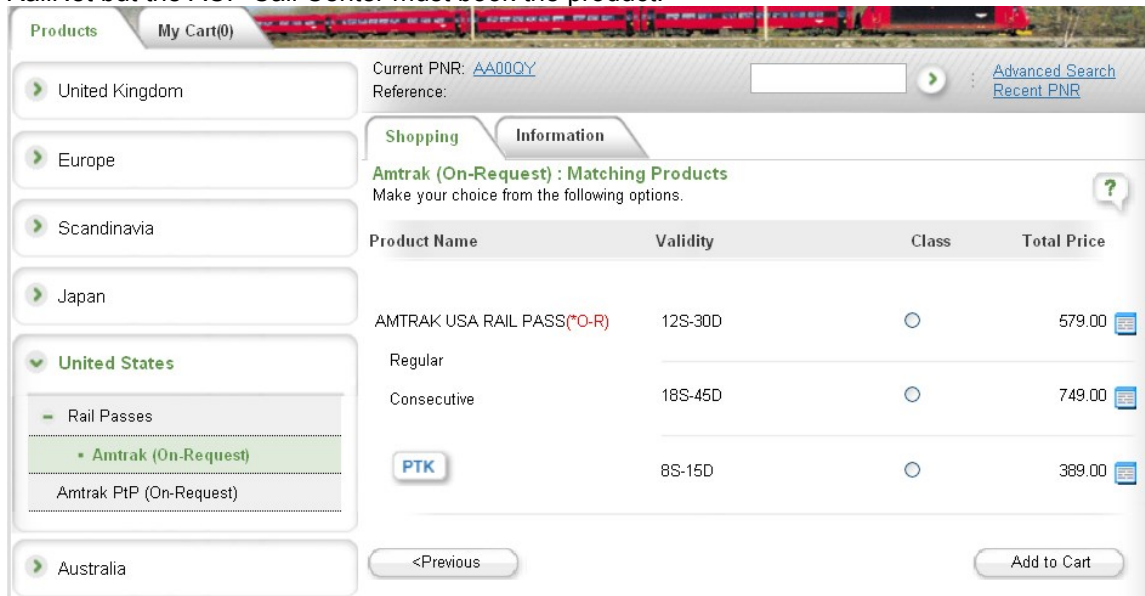
### EUROPE

Artesia Point to Point tickets  
Eurostar Point to Point tickets  
French TGV Point to Point tickets  
TrenItalia Point to Point tickets

### AUSTRALIA

Rail Australia – Rail Explorer Pass, Oz Tracks Pass and Austrail Pass

Here is an example of an on request (O-R) product where the fare is accessible directly through RailNet but the ACP Call Center must book the product.



Products My Cart(0)

Current PNR: [AA00QY](#) Reference:  [Advanced Search](#) [Recent PNR](#)

United Kingdom

Europe

Scandinavia

Japan

**United States**

- Rail Passes
  - **Amtrak (On-Request)**
  - Amtrak PtP (On-Request)

Australia

**Shopping Information**

**Amtrak (On-Request) : Matching Products**  
Make your choice from the following options.

| Product Name               | Validity | Class                 | Total Price |
|----------------------------|----------|-----------------------|-------------|
| AMTRAK USA RAIL PASS(*O-R) | 12S-30D  | <input type="radio"/> | 579.00      |
| Regular                    |          |                       |             |
| Consecutive                | 18S-45D  | <input type="radio"/> | 749.00      |
| <b>PTK</b>                 | 8S-15D   | <input type="radio"/> | 389.00      |

<Previous Add to Cart

### Product Item Status

During the booking process of on request products the item can have one of the three following statuses: Pending Price, Pending Acceptance and Pending Booking. After this process is complete the status will return to payment terms such as due now or due later. In the example on the following page you can view that the status of the on request item is Pending Booking.

- **Pending Price**

An on request product has been saved in a PNR and the ACP Call Center must provide the price.

- **Pending Acceptance**

An on request product has been saved in a PNR and the customer must accept the price provided by the ACP Call Center.

### To Accept Pricing

When you are managing a current PNR you can view the on request product in the outstanding PNR items list. The item status at this point is Pending Acceptance.

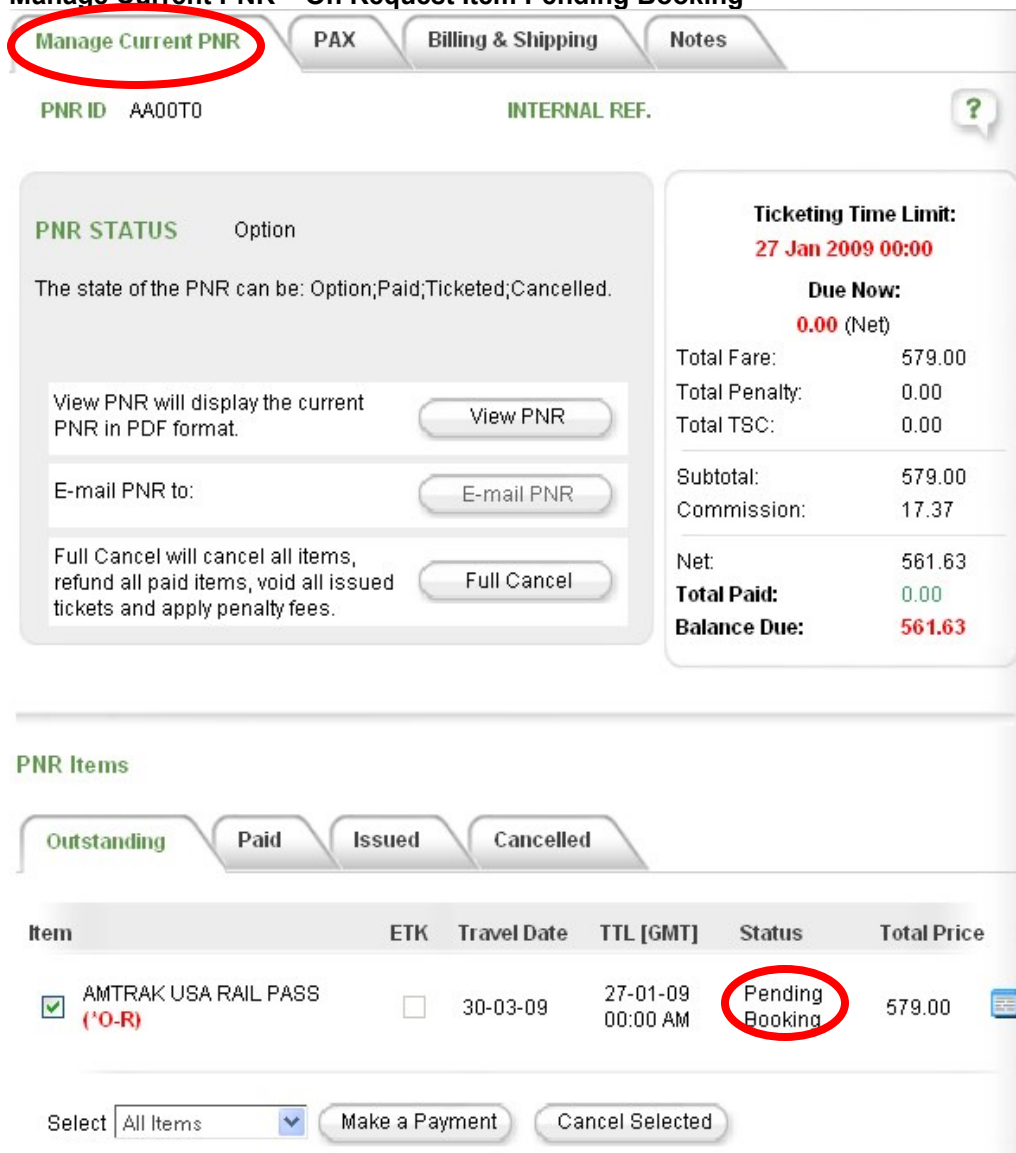
#### General Steps:

- 1) To accept the price provided by the ACP Call Center click **Accept Pricing**
- 2) You can add Notes to the on request product for the ACP Call Center to see
- 3) You can also click the Details icon to see notes related to the on request item
- 4) Once the price has been accepted the ACP Call Center must book the product therefore the item status would be **Pending Booking**

- **Pending Booking**

An on request product has been saved in a PNR, where the fare was available in RailNet. The ACP Call Center must now book the product.

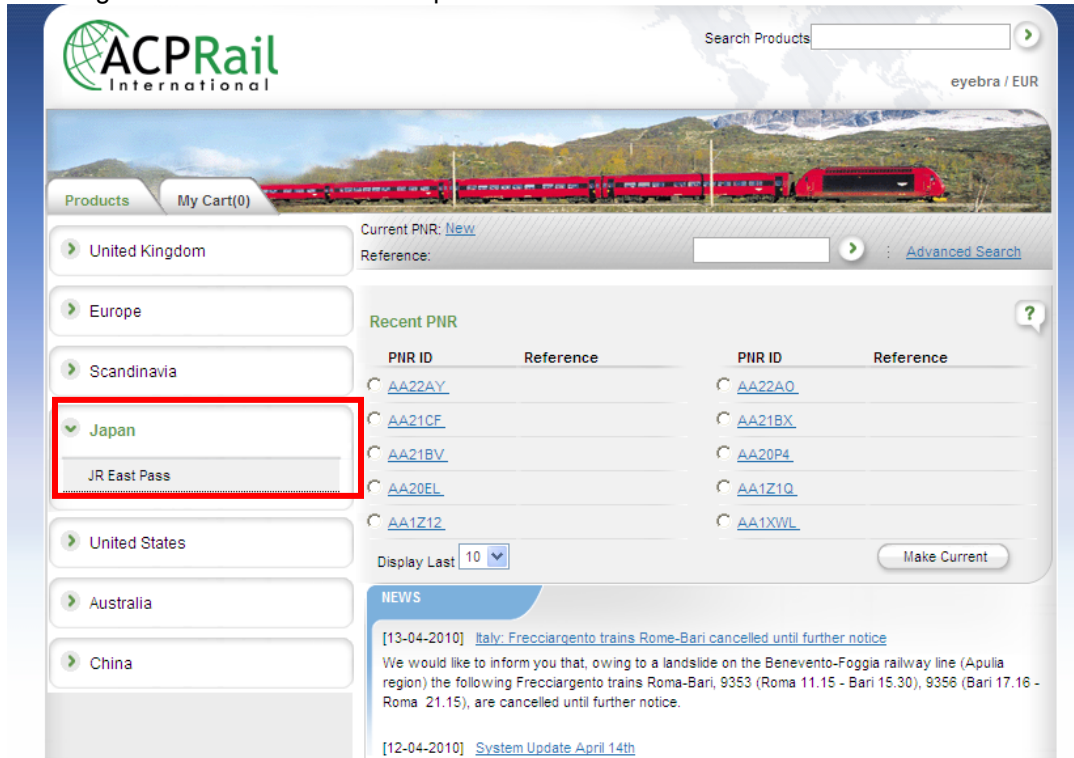
### Manage Current PNR – On Request Item Pending Booking



The screenshot shows the 'Manage Current PNR' interface. At the top, there are tabs for 'Manage Current PNR' (highlighted with a red circle), 'PAX', 'Billing & Shipping', and 'Notes'. Below the tabs, the PNR ID is AA00T0 and the INTERNAL REF. is displayed. A 'PNR STATUS' section indicates the current status is 'Option' and provides a description: 'The state of the PNR can be: Option;Paid;Ticketed;Cancelled.' It includes buttons for 'View PNR', 'E-mail PNR', and 'Full Cancel'. To the right, a 'Ticketing Time Limit' section shows '27 Jan 2009 00:00' and a 'Due Now' of '0.00 (Net)'. A summary table lists: Total Fare: 579.00, Total Penalty: 0.00, Total TSC: 0.00, Subtotal: 579.00, Commission: 17.37, Net: 561.63, Total Paid: 0.00, and Balance Due: 561.63. The 'PNR Items' section has tabs for 'Outstanding', 'Paid', 'Issued', and 'Cancelled'. The 'Outstanding' tab is active, showing a table with one item: AMTRAK USA RAIL PASS ('O-R') with a status of 'Pending Booking' (highlighted with a red circle) and a total price of 579.00. At the bottom, there are buttons for 'Make a Payment' and 'Cancel Selected'.

## Shopping East Japan Passes

Please go to JR East Pass under Japan Section



Search Products  eyebra / EUR

Products My Cart(0)

United Kingdom

Europe

Scandinavia

**Japan**

JR East Pass

United States

Australia

China

Current PNR: [New](#)

Reference:  [Advanced Search](#)

Recent PNR

| PNR ID                 | Reference | PNR ID                 | Reference |
|------------------------|-----------|------------------------|-----------|
| <a href="#">AA22AY</a> |           | <a href="#">AA22AQ</a> |           |
| <a href="#">AA21CF</a> |           | <a href="#">AA21BX</a> |           |
| <a href="#">AA21BV</a> |           | <a href="#">AA20P4</a> |           |
| <a href="#">AA20EL</a> |           | <a href="#">AA1Z1Q</a> |           |
| <a href="#">AA1Z12</a> |           | <a href="#">AA1XWL</a> |           |

Display Last  [Make Current](#)

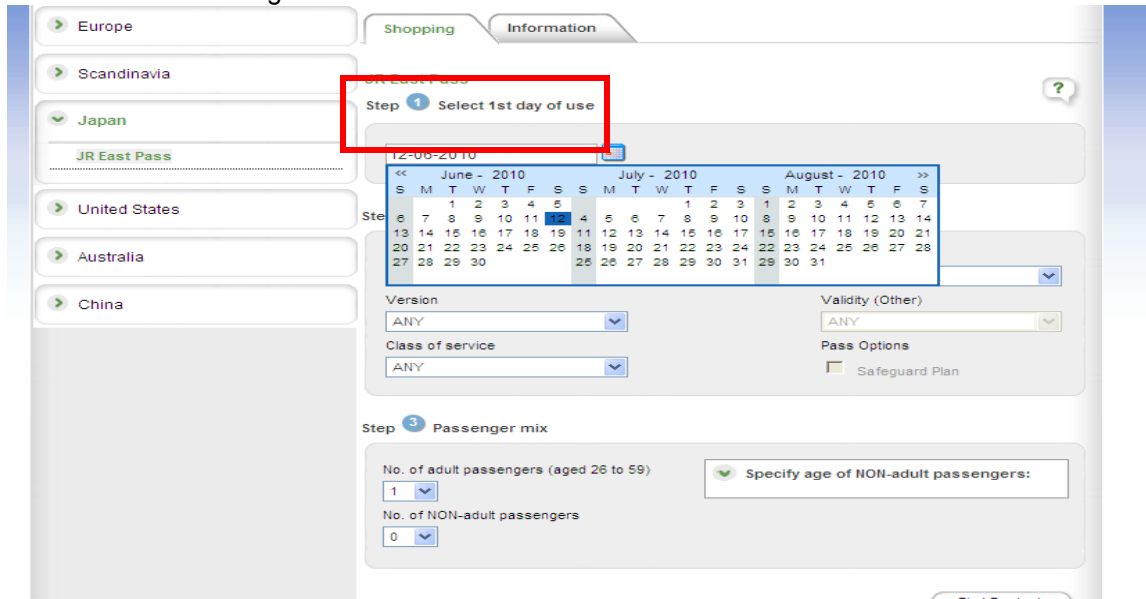
NEWS

[13-04-2010] [Italy: Frecciariento trains Rome-Bari cancelled until further notice](#)

We would like to inform you that, owing to a landslide on the Benevento-Foggia railway line (Apulia region) the following Frecciariento trains Roma-Bari, 9353 (Roma 11.15 - Bari 15.30), 9356 (Bari 17.16 - Roma 21.15), are cancelled until further notice.

[12-04-2010] [System Update April 14th](#)

Select the first day of travel from the calendar icon. The starting date of validity of the JR EAST PASS cannot be changed.



Europe

Scandinavia

**Japan**

JR East Pass

United States

Australia

China

Shopping Information

Step 1 Select 1st day of use

12-08-2010

| June - 2010 |    |    |    |    |    |    | July - 2010 |    |    |    |    |    |    | August - 2010 |    |    |    |    |    |    |
|-------------|----|----|----|----|----|----|-------------|----|----|----|----|----|----|---------------|----|----|----|----|----|----|
| S           | M  | T  | W  | T  | F  | S  | S           | M  | T  | W  | T  | F  | S  | S             | M  | T  | W  | T  | F  | S  |
|             | 1  | 2  | 3  | 4  | 5  |    | 6           | 7  | 8  | 9  | 10 | 11 | 12 | 13            | 14 | 15 | 16 | 17 | 18 | 19 |
| 13          | 14 | 15 | 16 | 17 | 18 | 19 | 20          | 21 | 22 | 23 | 24 | 25 | 26 | 27            | 28 | 29 | 30 | 31 |    |    |
| 20          | 21 | 22 | 23 | 24 | 25 | 26 | 27          | 28 | 29 | 30 | 31 |    |    |               |    |    |    |    |    |    |
| 27          | 28 | 29 | 30 |    |    |    |             |    |    |    |    |    |    | 28            | 29 | 30 | 31 |    |    |    |

Version: ANY

Class of service: ANY

Validity (Other): ANY

Pass Options:  Safeguard Plan

Step 2 Passenger mix

No. of adult passengers (aged 26 to 59):

No. of NON-adult passengers:

Specify age of NON-adult passengers:

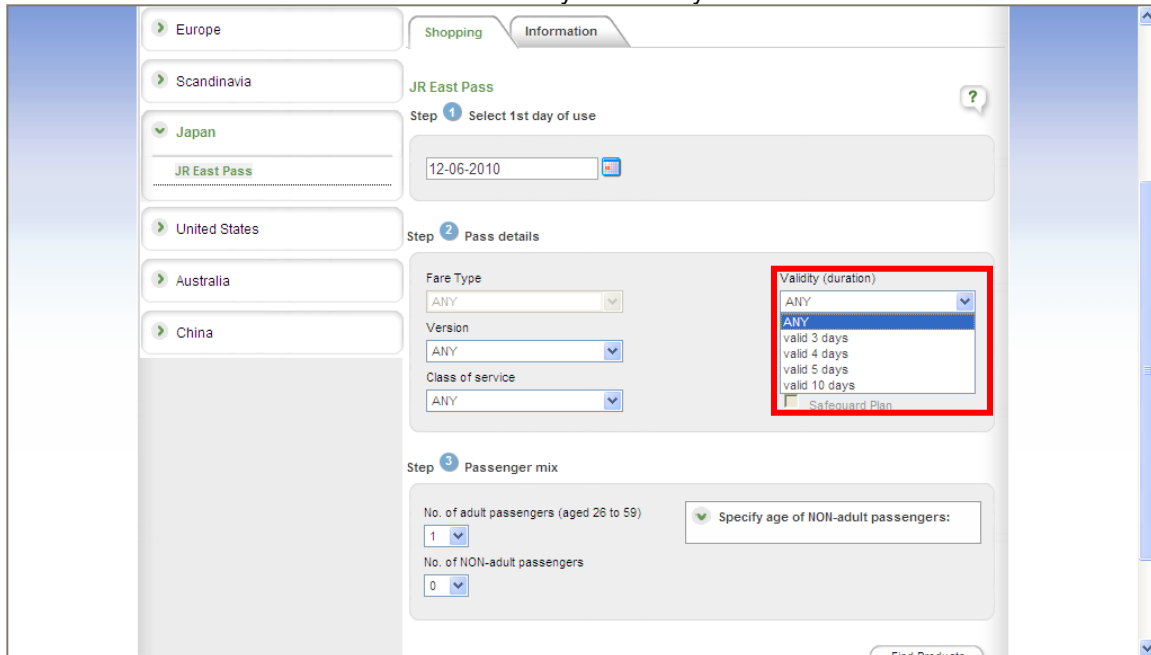
Find Products

Please select the validity for the JR East Pass:

Examples:

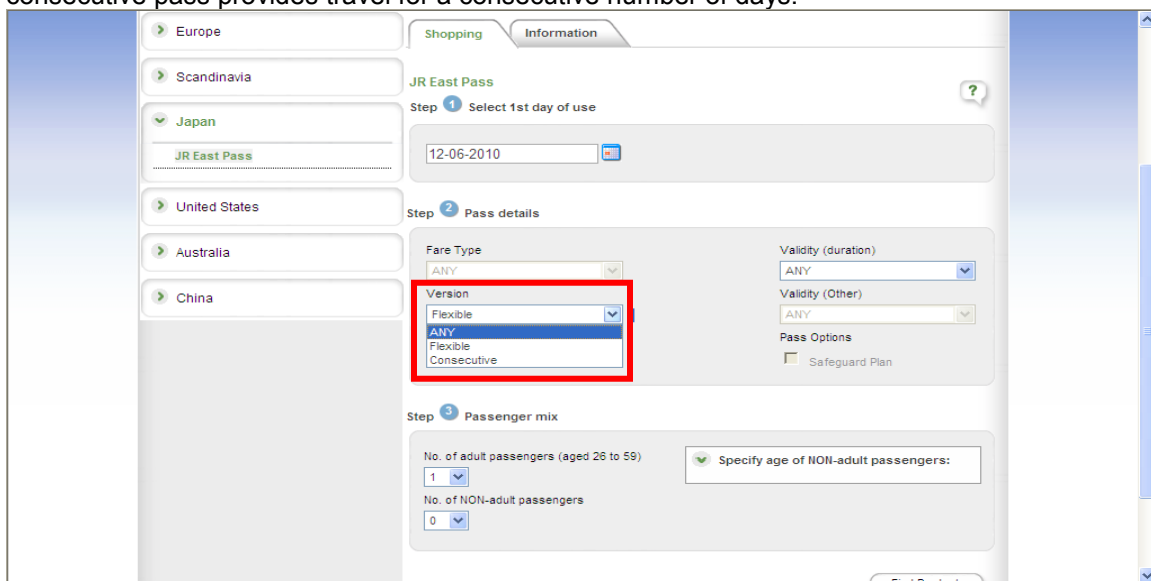
The JR East Flexi Pass is valid for 4 days in 1 month.

The JR East Consecutive Pass is valid for 5 days or 10 days



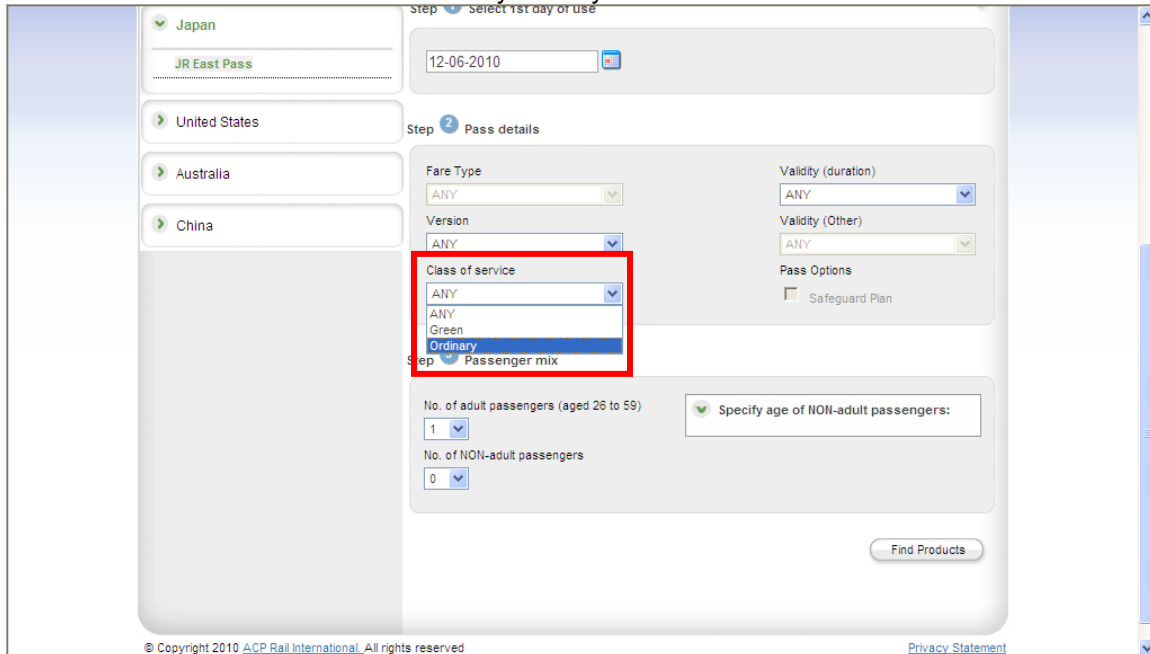
The screenshot shows the 'JR East Pass' selection interface. On the left, there are navigation tabs for Europe, Scandinavia, Japan, United States, Australia, and China. The 'Japan' tab is selected, and 'JR East Pass' is chosen. The main area is divided into three steps: Step 1 'Select 1st day of use' with a date field set to '12-06-2010'; Step 2 'Pass details' with dropdowns for Fare Type (ANY), Version (ANY), and Class of service (ANY); and Step 3 'Passenger mix' with dropdowns for the number of adult and non-adult passengers. The 'Validity (duration)' dropdown menu is open, showing options: ANY, valid 3 days, valid 4 days, valid 5 days, and valid 10 days. The 'ANY' option is highlighted.

Please select the version of the JR East Pass. The system will find all flexible and consecutive versions for the pass. **Flexible:** System will find only flexible versions related to the selected product. A flexible pass provides travel for consecutive or non consecutive days during the pass “validity”. **Consecutive:** System will find only consecutive versions related to the pass. A consecutive pass provides travel for a consecutive number of days.



The screenshot shows the 'JR East Pass' selection interface, similar to the previous one. In this view, the 'Version' dropdown menu is open, showing options: ANY, Flexible, and Consecutive. The 'ANY' option is highlighted. The 'Validity (duration)' dropdown menu is also open, showing options: ANY, valid 3 days, valid 4 days, valid 5 days, and valid 10 days. The 'ANY' option is highlighted. The 'Pass Options' section includes a checkbox for 'Safeguard Plan'.

Select Class of Service: Green or Ordinary. The system will find the class of service selected.



Japan  
JR East Pass

12-06-2010

Step 2 Pass details

Fare Type: ANY

Version: ANY

Class of service: ANY (dropdown menu open showing ANY, Green, Ordinary, Passenger mix)

Validity (duration): ANY

Validity (Other): ANY

Pass Options:  Safeguard Plan

No. of adult passengers (aged 26 to 59): 1

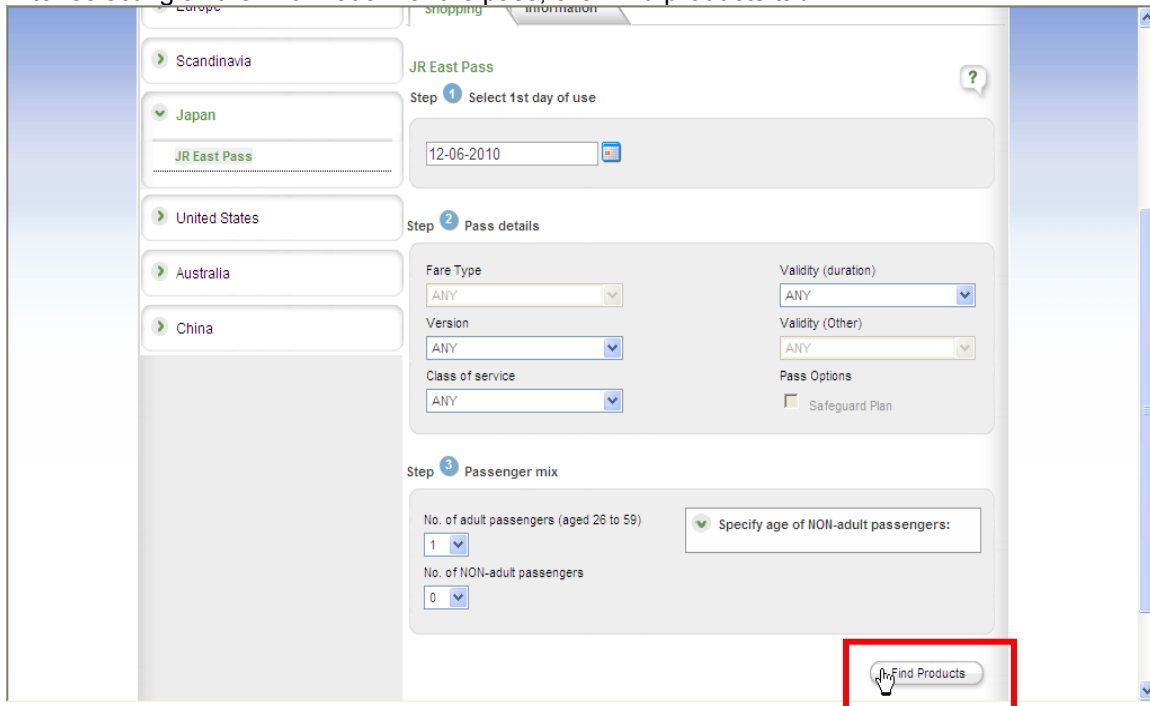
No. of NON-adult passengers: 0

Specify age of NON-adult passengers:

Find Products

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After selecting all the information for the pass, click find products tab:



Scandinavia

Japan  
JR East Pass

12-06-2010

Step 2 Pass details

Fare Type: ANY

Version: ANY

Class of service: ANY

Validity (duration): ANY

Validity (Other): ANY

Pass Options:  Safeguard Plan

Step 3 Passenger mix

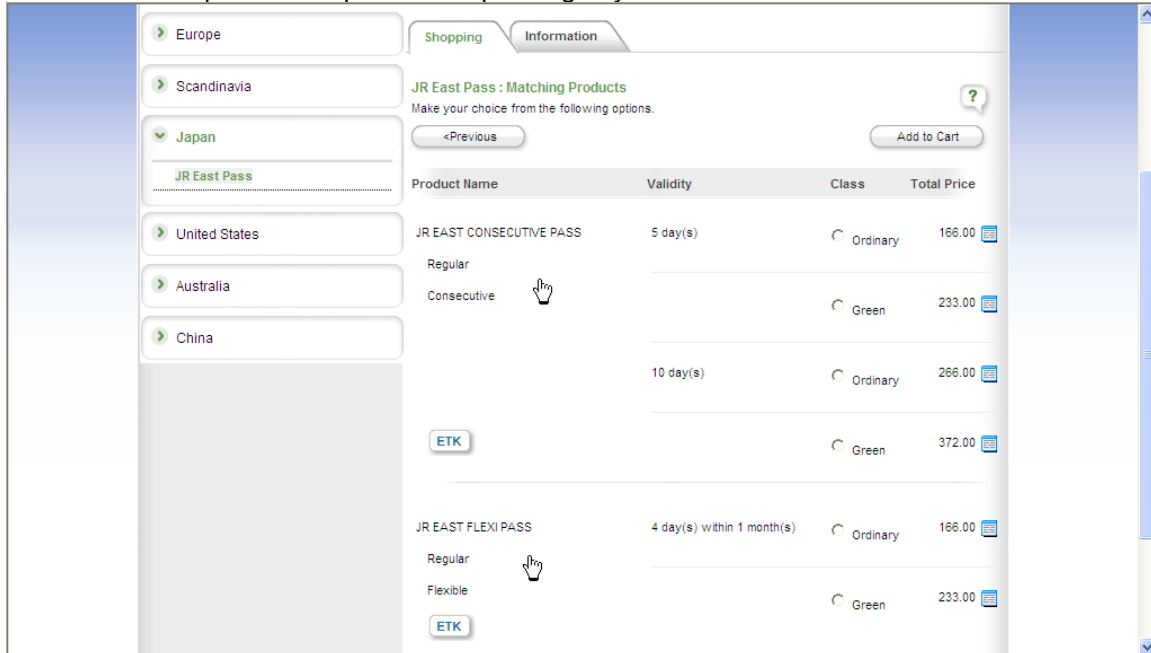
No. of adult passengers (aged 26 to 59): 1

No. of NON-adult passengers: 0

Specify age of NON-adult passengers:

Find Products

Select the best option of the pass corresponding to your needs:



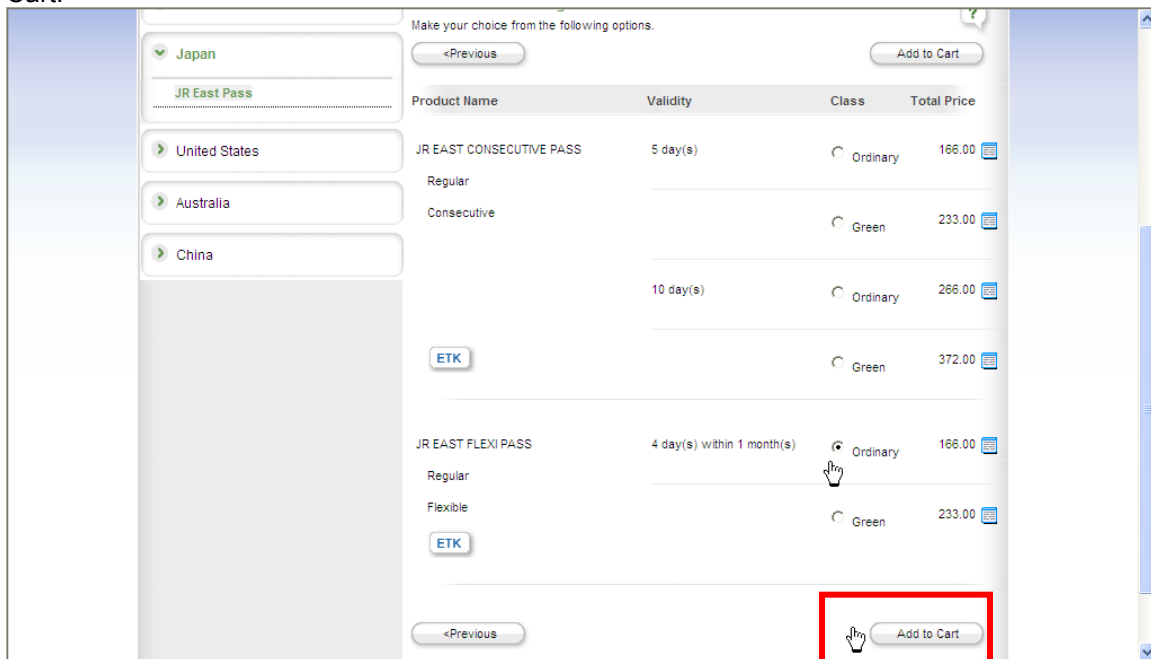
Shopping Information

JR East Pass : Matching Products  
Make your choice from the following options.

<Previous Add to Cart

| Product Name             | Validity                   | Class    | Total Price |
|--------------------------|----------------------------|----------|-------------|
| JR EAST CONSECUTIVE PASS | 5 day(s)                   | Ordinary | 166.00      |
| Regular                  |                            |          |             |
| Consecutive              |                            | Green    | 233.00      |
|                          | 10 day(s)                  | Ordinary | 266.00      |
| ETK                      |                            | Green    | 372.00      |
| JR EAST FLEXI PASS       | 4 day(s) within 1 month(s) | Ordinary | 166.00      |
| Regular                  |                            |          |             |
| Flexible                 |                            | Green    | 233.00      |
| ETK                      |                            |          |             |

Once you have selected the pass you need, click Add to Cart tab to save the product to your Cart:



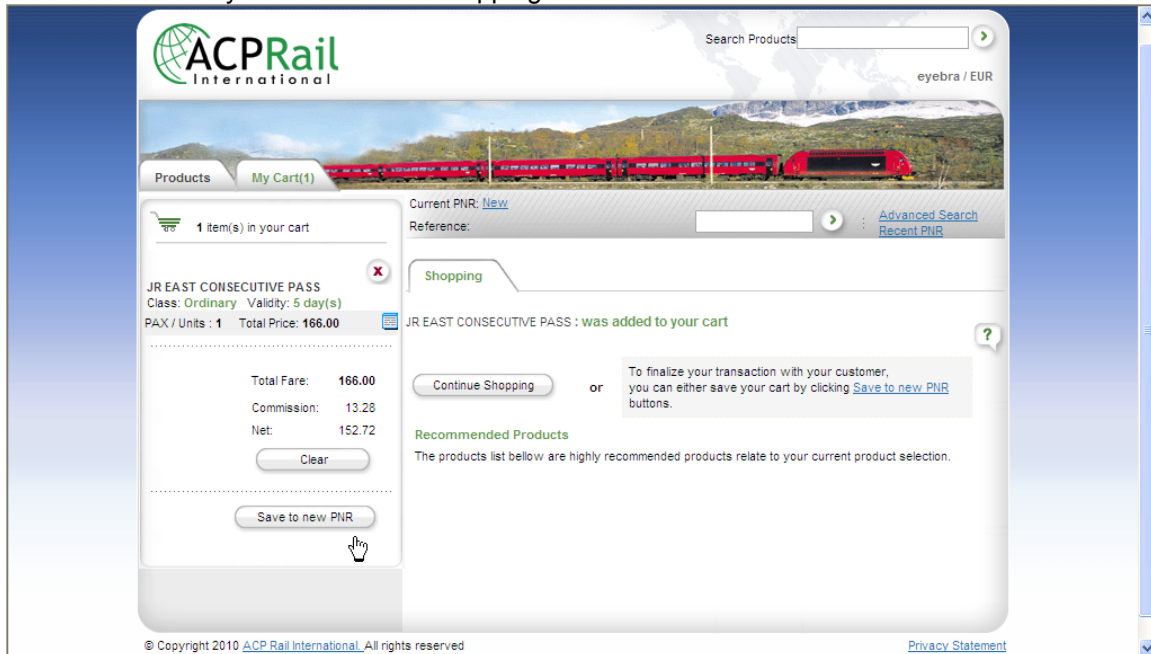
Make your choice from the following options.

<Previous Add to Cart

| Product Name             | Validity                   | Class    | Total Price |
|--------------------------|----------------------------|----------|-------------|
| JR EAST CONSECUTIVE PASS | 5 day(s)                   | Ordinary | 166.00      |
| Regular                  |                            |          |             |
| Consecutive              |                            | Green    | 233.00      |
|                          | 10 day(s)                  | Ordinary | 266.00      |
| ETK                      |                            | Green    | 372.00      |
| JR EAST FLEXI PASS       | 4 day(s) within 1 month(s) | Ordinary | 166.00      |
| Regular                  |                            |          |             |
| Flexible                 |                            | Green    | 233.00      |
| ETK                      |                            |          |             |

<Previous Add to Cart

In the next screen you can continue shopping or save the item in a new PNR:

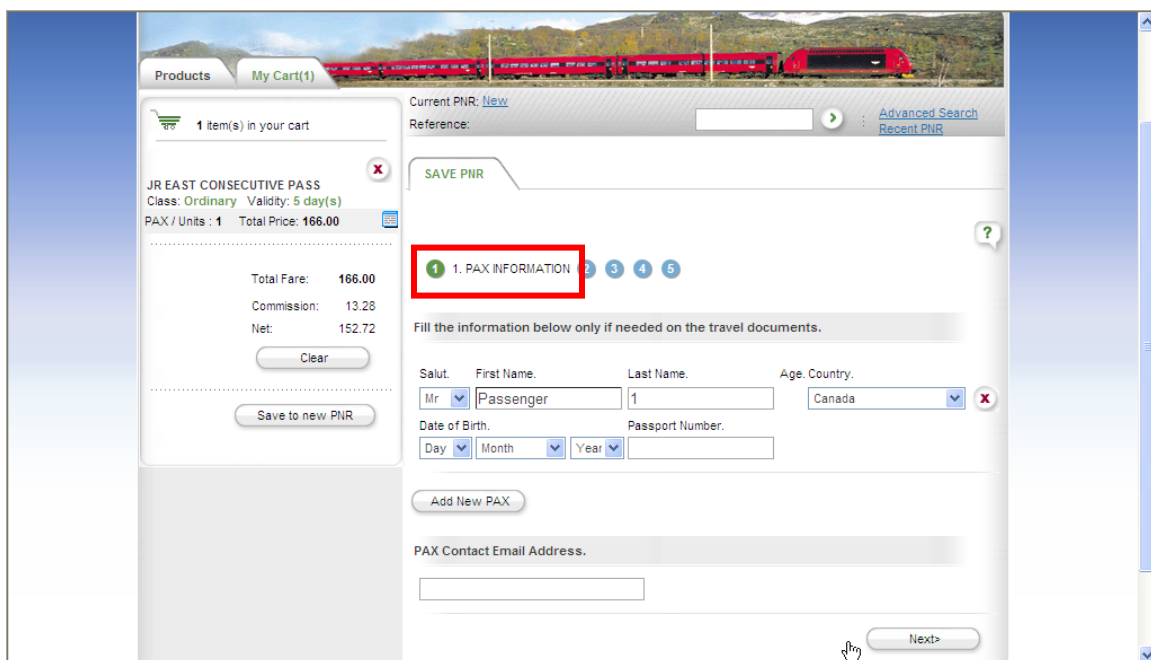


### Step: PAX Information

This screen allows you to complete information about passenger placeholders that you have entered during the shopping phase.

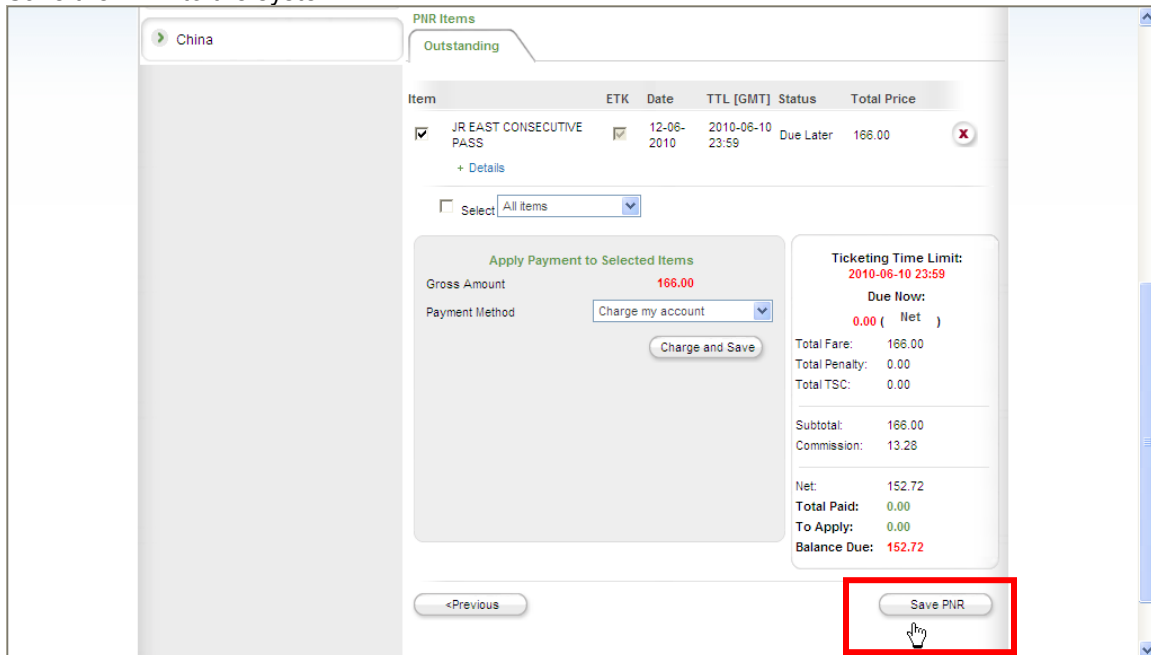
General Steps:

- 1) Complete the Salutation, Names and Country of Origin for each passenger.
- 2) Enter the passengers contact email address so you can send information about the booking;
- 3) Click Next





### Save the PNR to the system



China

PNR Items

Outstanding

| Item   | ETK                                 | Date       | TTL [GMT]        | Status    | Total Price |
|--|-------------------------------------|------------|------------------|-----------|-------------|
| <input checked="" type="checkbox"/> JR EAST CONSECUTIVE PASS | <input checked="" type="checkbox"/> | 12-06-2010 | 2010-06-10 23:59 | Due Later | 166.00      |

+ Details

Select: All Items

Apply Payment to Selected Items

Gross Amount: 166.00

Payment Method: Charge my account

Charge and Save

Ticketing Time Limit: 2010-06-10 23:59

Due Now: 0.00 ( Net )

Total Fare: 166.00  
Total Penalty: 0.00  
Total TSC: 0.00

Subtotal: 166.00  
Commission: 13.28

Net: 152.72  
Total Paid: 0.00  
To Apply: 0.00  
Balance Due: 152.72

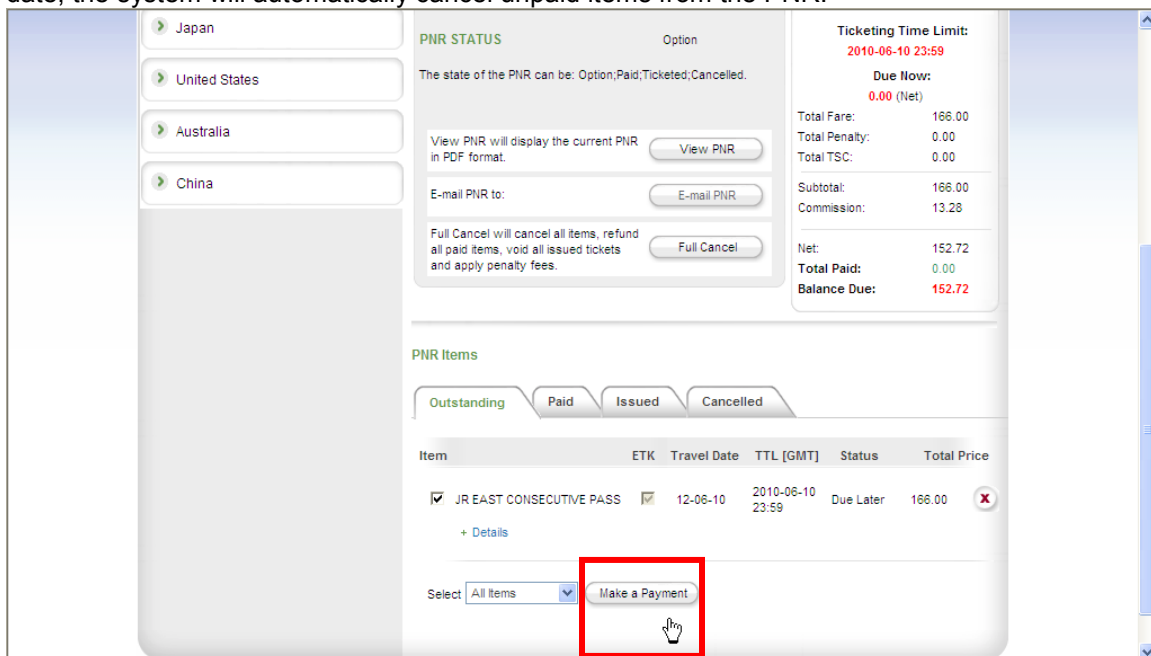
<Previous

Save PNR

### Step: Payment

This screen allows you to make payment to PNR items

Please check the ticketing time limit to pay outstanding items including hour in GMT. After this date, the system will automatically cancel unpaid items from the PNR.



Japan

United States

Australia

China

PNR STATUS

Option

The state of the PNR can be: Option;Paid;Ticketed;Cancelled.

View PNR will display the current PNR in PDF format. View PNR

E-mail PNR to: E-mail PNR

Full Cancel will cancel all items, refund all paid items, void all issued tickets and apply penalty fees. Full Cancel

Ticketing Time Limit: 2010-06-10 23:59

Due Now: 0.00 (Net)

Total Fare: 166.00  
Total Penalty: 0.00  
Total TSC: 0.00

Subtotal: 166.00  
Commission: 13.28

Net: 152.72  
Total Paid: 0.00  
Balance Due: 152.72

PNR Items

Outstanding Paid Issued Cancelled

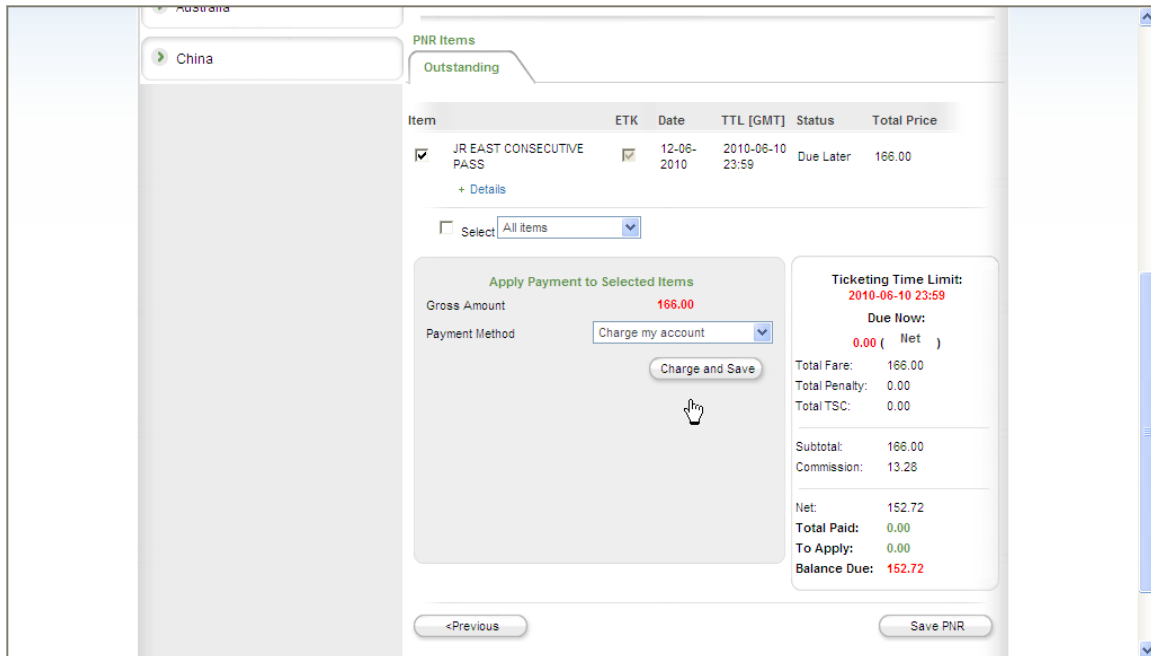
| Item   | ETK                                 | Travel Date | TTL [GMT]        | Status    | Total Price |
|--|-------------------------------------|-------------|------------------|-----------|-------------|
| <input checked="" type="checkbox"/> JR EAST CONSECUTIVE PASS | <input checked="" type="checkbox"/> | 12-06-10    | 2010-06-10 23:59 | Due Later | 166.00      |

+ Details

Select: All Items

Make a Payment

In the next screen you will have the option to only save the product to the PNR or save and charge at the same time.



**PNR Items**  
Outstanding

| Item   | ETK | Date       | TTL [GMT]        | Status    | Total Price |
|--|-----|------------|------------------|-----------|-------------|
| <input checked="" type="checkbox"/> JR EAST CONSECUTIVE PASS |     | 12-06-2010 | 2010-06-10 23:59 | Due Later | 166.00      |

+ Details

Select: All items

**Apply Payment to Selected Items**

Gross Amount: **166.00**

Payment Method: Charge my account

**Charge and Save**

**Ticketing Time Limit:**  
2010-06-10 23:59

**Due Now:**  
0.00 ( Net )

Total Fare: 166.00  
Total Penalty: 0.00  
Total TSC: 0.00

---

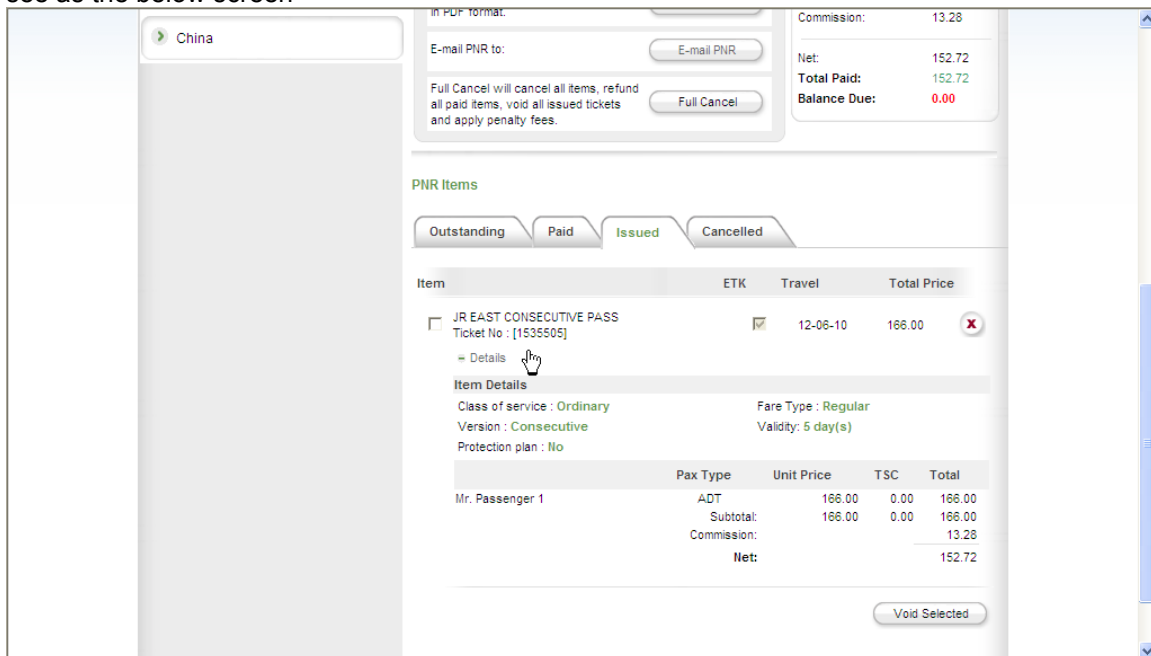
Subtotal: 166.00  
Commission: 13.28

---

Net: 152.72  
**Total Paid: 0.00**  
**To Apply: 0.00**  
**Balance Due: 152.72**

<Previous      Save PNR

If you decided only to Save to the PNR, your product is successfully saved and you will be able to see as the below screen



in PDF format

E-mail PNR to:

Full Cancel will cancel all items, refund all paid items, void all issued tickets and apply penalty fees.

Commission: 13.28  
Net: 152.72  
**Total Paid: 152.72**  
**Balance Due: 0.00**

**PNR Items**  
Outstanding   Paid   **Issued**   Cancelled

| Item   | ETK | Travel   | Total Price |
|--|-----|----------|-------------|
| <input type="checkbox"/> JR EAST CONSECUTIVE PASS<br>Ticket No : [1535505] |     | 12-06-10 | 166.00      |

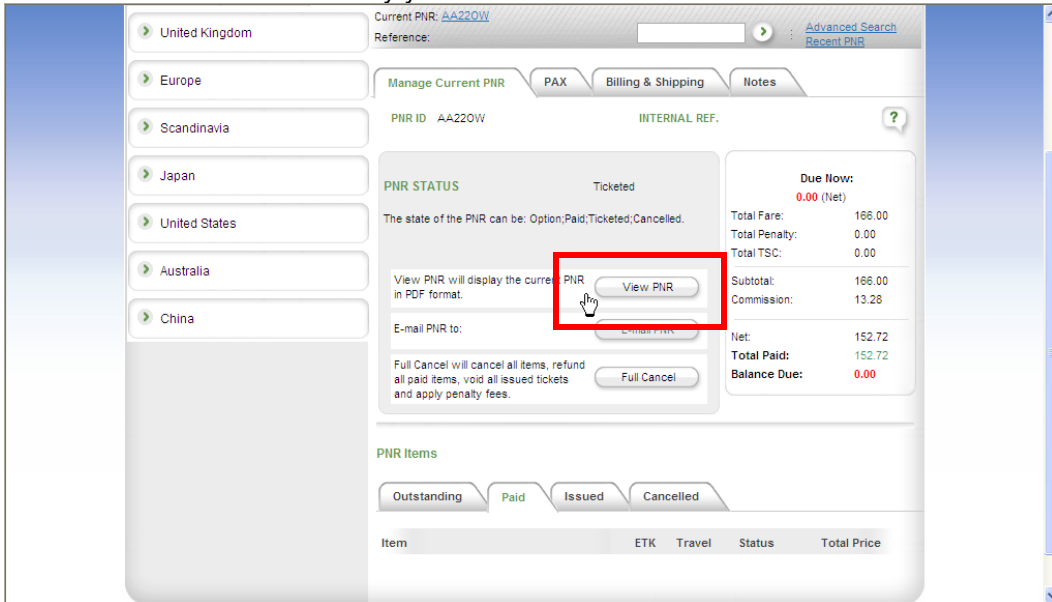
+ Details

**Item Details**

Class of service : Ordinary      Fare Type : Regular  
Version : Consecutive      Validity : 5 day(s)  
Protection plan : No

|                 | Pax Type    | Unit Price | TSC  | Total         |
|-----------------|-------------|------------|------|---------------|
| Mr. Passenger 1 | ADT         | 166.00     | 0.00 | 166.00        |
|                 | Subtotal:   | 166.00     | 0.00 | 166.00        |
|                 | Commission: |            |      | 13.28         |
|                 | <b>Net:</b> |            |      | <b>152.72</b> |

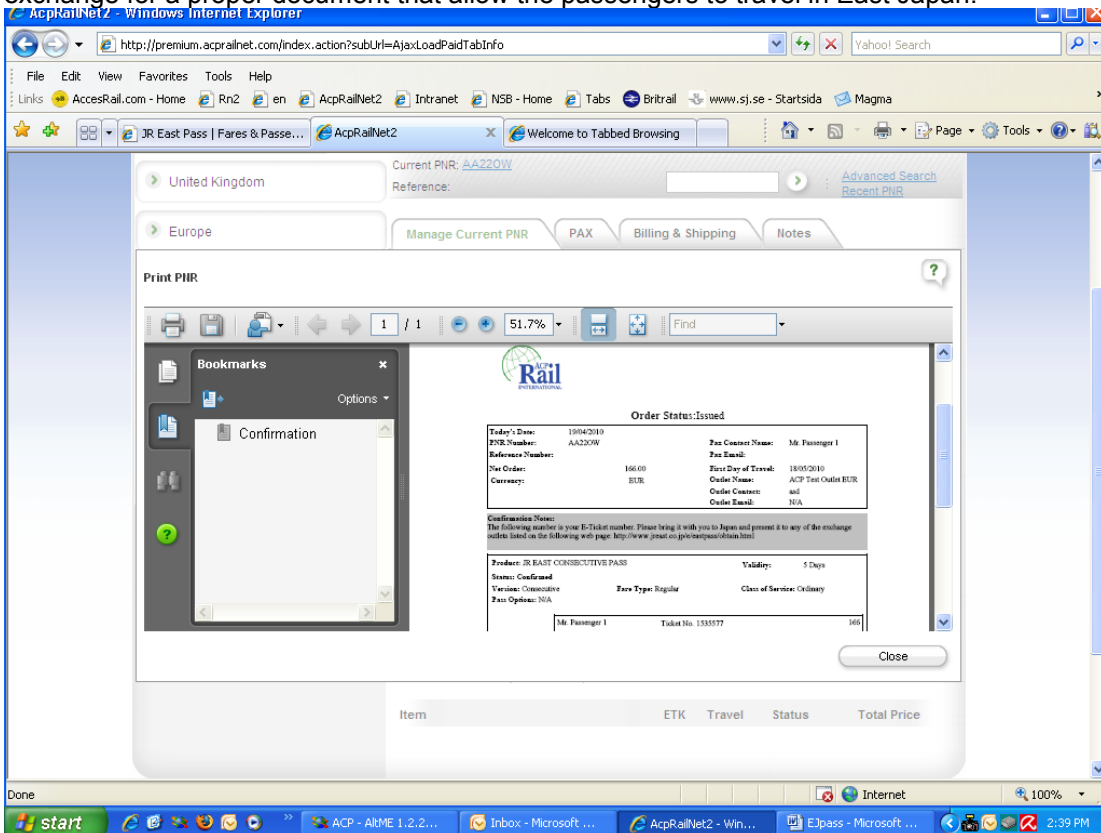
In order to view the PNR itinerary you have to click in the view PNR tab.



Step: Print itinerary.

When the PNR is shown in the screen you have the option to print the itinerary.

The passengers have to show up at the exchange offices with the PNR itinerary that it will be exchange for a proper document that allow the passengers to travel in East Japan.



This document will be use by the passenger in order to collect the pass in one of the exchange offices in East Japan.

## Save PNR

### Relevant Definitions

#### **PAX type:**

PAX - Passenger

ADT - Adult

CHD - Child

YTH - Youth

SEN – Senior

ALL – An item that is applied to all passengers, generally the Pass Safeguard Plan

#### **Saving a PNR has five steps:**

Step 1 – PAX information

Step 2 – Product/ PAX assignment

Step 3 – Billing & Shipping (this step is optional)

Step 4 – Applicable Fee

Step 5 - Payment

### Save PNR - Step 1: PAX Information

This screen allows you to complete information about passenger placeholders that you have entered during the shopping phase.

#### **General Steps:**

- 1) Complete the Salutation, Names and Country of Origin for each passenger (you will only need to specify Age if you click Add New PAX). For specific products like InterRail you may have to enter Passport & Date of Birth;
- 2) Enter the passengers contact email address so you can send information about the booking;
- 3) Click **Next**.

Products **My Cart(1)**

Current PNR: [New](#)  
Reference:  [Advanced Search](#) [Recent PNR](#)

1 item(s) in your cart

**BRITRAIL POINT TO POINT TICKET**  
Class: **FIRST** Validity: **N/A**  
PAX / Units : **1** Total Price: **162.00**

Total Fare: **162.00**  
Commission: **8.10**  
Net: **153.90**

[Clear](#)

[Save to new PNR](#)

**SAVE PNR**

1. PAX INFORMATION 2 3 4 5

Fill the information below only if needed on the travel documents.

Salut. First Name. Last Name. Age. Country.  
Mr Passenger 1 Canada

Date of Birth. Passport Number.  
Day Month Year

[Add New PAX](#)

PAX Contact Email Address.

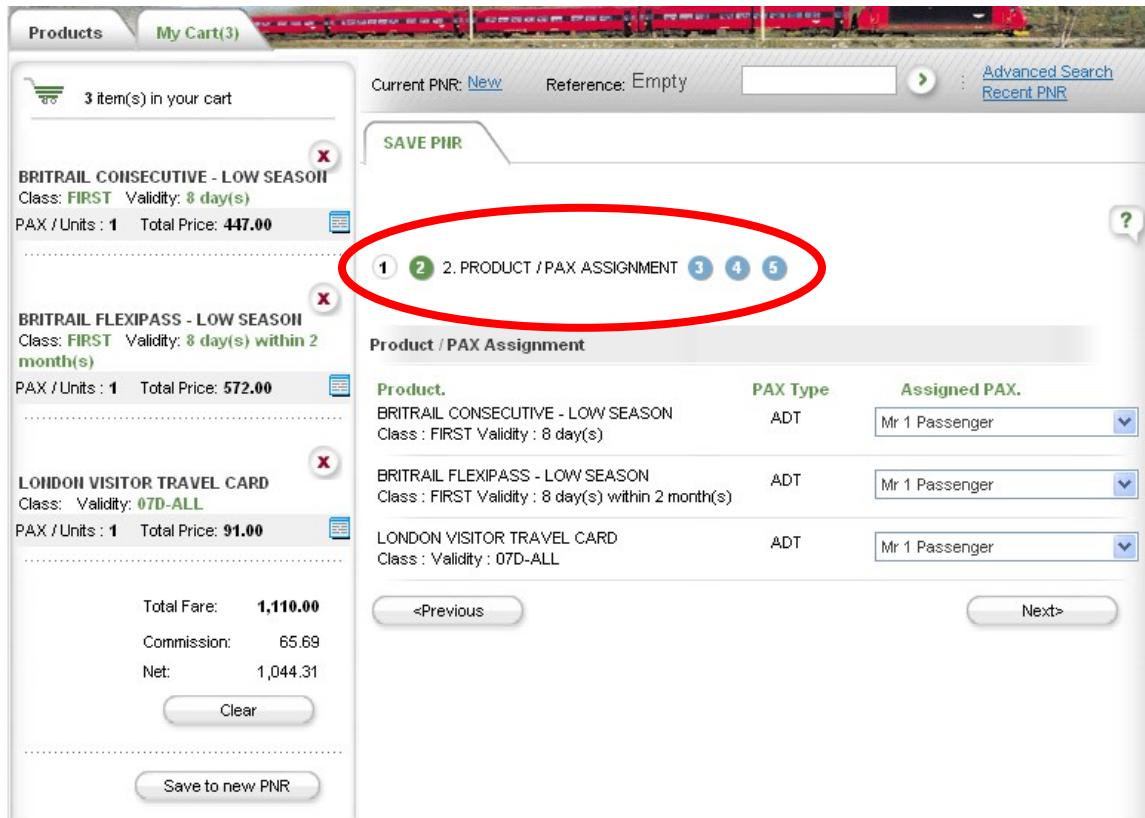
[Next>](#)

## Save PNR – Step 2: Product/ PAX Assignment

This screen allows you to assign passenger names to each product you added to your PNR during the shopping process.

### General Steps:

- 1) Assign Passengers to each product by selecting the name from the pull down list;
- 2) Click **Next** to jump to the next step or click **Previous** to go back to the PAX information screen.



Products **My Cart(3)**

3 item(s) in your cart

Current PNR: [New](#) Reference: Empty [Advanced Search](#) [Recent PNR](#)

**SAVE PNR**

1 2. PRODUCT / PAX ASSIGNMENT 3 4 5

| Product / PAX Assignment | Product.   | PAX Type | Assigned PAX.  |
|--------------------------|--|----------|----------------|
|                          | BRITRAIL CONSECUTIVE - LOW SEASON<br>Class : FIRST Validity : 8 day(s)                 | ADT      | Mr 1 Passenger |
|                          | BRITRAIL FLEXIPASS - LOW SEASON<br>Class : FIRST Validity : 8 day(s) within 2 month(s) | ADT      | Mr 1 Passenger |
|                          | LONDON VISITOR TRAVEL CARD<br>Class : Validity : 07D-ALL                               | ADT      | Mr 1 Passenger |

Product / PAX Assignment

**Product.** **PAX Type** **Assigned PAX.**

BRITRAIL CONSECUTIVE - LOW SEASON  
Class : FIRST Validity : 8 day(s) ADT Mr 1 Passenger

BRITRAIL FLEXIPASS - LOW SEASON  
Class : FIRST Validity : 8 day(s) within 2 month(s) ADT Mr 1 Passenger

LONDON VISITOR TRAVEL CARD  
Class : Validity : 07D-ALL ADT Mr 1 Passenger

<Previous Next>

Total Fare: **1,110.00**  
Commission: 65.69  
Net: 1,044.31

Clear

Save to new PNR

### Save PNR – Step 3: Billing & Shipping

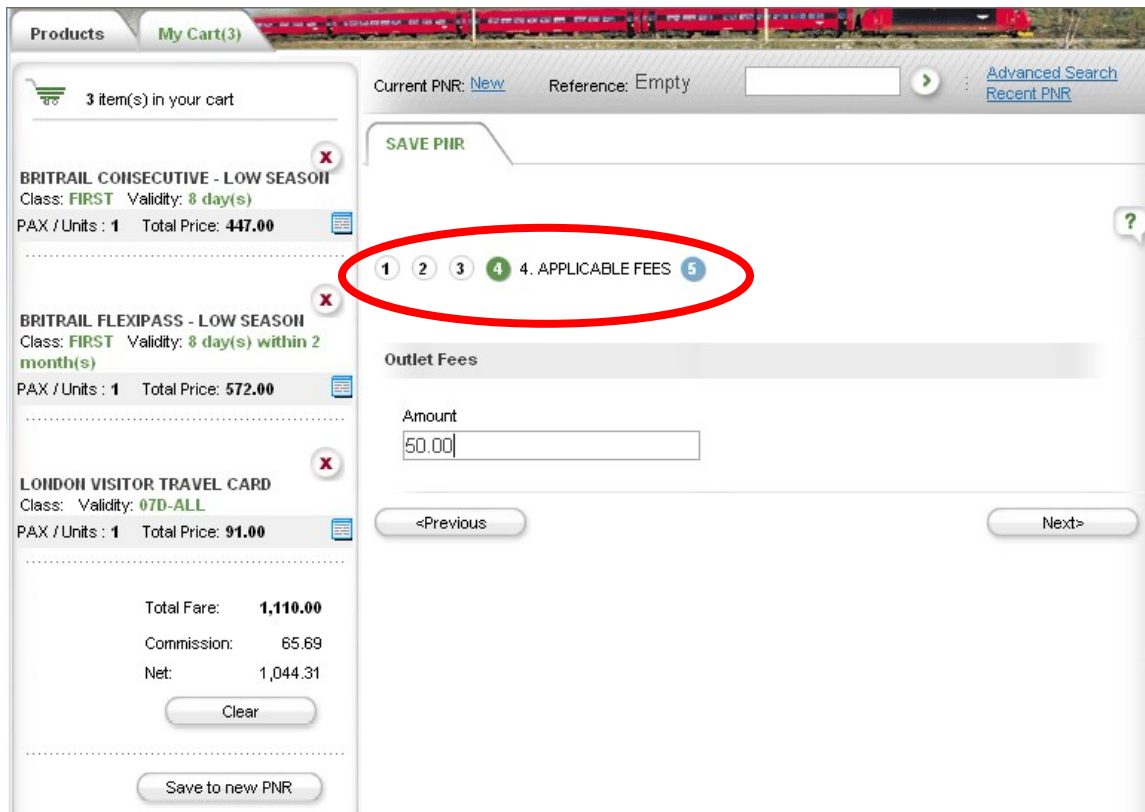
This screen is optional and will appear in the save PNR process depending on your profile. It is generally safe to assume that you will skip this step.

### Save PNR – Step 4: Product - Applicable Fee

This screen allows you, depending on your security profile, to add fees to the transaction (for example a service fee).

#### General Steps:

- 1) Select a Shipping & Handling fee if applicable;
- 2) Enter your desired Outlet fee in the amount field;
- 3) Click **Next Step** to jump to the last step of the PNR process or click **Previous Step** to go back one step.



Products **My Cart(3)**

Current PNR: [New](#) Reference: Empty [Advanced Search](#) [Recent PNR](#)

**SAVE PNR**

3 item(s) in your cart

**BRITRAIL CONSECUTIVE - LOW SEASON**  
Class: **FIRST** Validity: **8 day(s)**  
PAX / Units : **1** Total Price: **447.00**

**BRITRAIL FLEXIPASS - LOW SEASON**  
Class: **FIRST** Validity: **8 day(s) within 2 month(s)**  
PAX / Units : **1** Total Price: **572.00**

**LONDON VISITOR TRAVEL CARD**  
Class: Validity: **07D-ALL**  
PAX / Units : **1** Total Price: **91.00**

Total Fare: **1,110.00**  
Commission: 65.69  
Net: 1,044.31

Clear

Save to new PNR

1 2 3 4. APPLICABLE FEES 5

Outlet Fees

Amount  
50.00

<Previous Next>

### Save PNR – Step 5: Payment

This screen allows you to save the PNR & apply payments to PNR items.

#### General Steps:

- 1) Check items that you want to apply payments to;
- 2) Select payment method: Credit Card or Charge to my account (available payment methods depend on your security profile);
- 3) Complete the payment information field;
- 4) Click **Apply Payment**;
- 5) When you have completed the payment action, click **Save PNR to apply payments & Save the PNR** or click **Previous Step** to go back one step.

SAVE PNR

**B** **A** ?

**1** **2** **3** **4** **5** 5. PAYMENT

**C** PNR ID. NEW **E** INTERNAL REF.

**D** PNR STATUS. NEW **F** PRINT QUEUE.

PNR Items

**G** Outstanding **I** **J** **K** **L**

| Item                                | <b>H</b>                          | *                        | ETK | Date       | TTL [GMT]           | Status    | Total Price | <b>N</b>                            |
|-------------------------------------|-----------------------------------|--------------------------|-----|------------|---------------------|-----------|-------------|-------------------------------------|
| <input checked="" type="checkbox"/> | BRITRAIL CONSECUTIVE - LOW SEASON | <input type="checkbox"/> |     | 22-12-2009 | 2009-12-20 00:00 PM | Due Later | 159.00      | <input checked="" type="checkbox"/> |
|                                     | <a href="#">+ Details</a>         | <b>M</b>                 |     |            |                     |           |             |                                     |

**O**  Select

**P** **Q** **R** **S** **T** **U** **V** **W**

**Apply Payment to Selected Items**

Gross Amount 159.00

Payment Method

Card Type  None  VISA  Master Card

Card Number

Expiry Date

Cardholder Name

CVV2

**W**

**Z**

**Ticketing Time Limit:**  
20 Dec 2009 12:00

**Due Now:**  
0.00 ( Gross )

Total Fare: 159.00  
Total Penalty: 0.00  
Total TSC: 0.00

---

Subtotal: 159.00  
Commission: 9.54

---

Net: 149.46  
Total Paid: 0.00  
To Apply: 0.00  
Balance Due: 149.46

**X**

**Y**

**Field Descriptions:**

| Field | Field Name           | Remark  |
|-------|----------------------|---|
| A     | Help                 | Displays context sensitive help related to each function of RailNet2. |
| B     | Save PNR Wizard Step | Displays step title. Currently displaying step 5: Payment.            |



|   |  |   |
|---|--|---|
| C | PNR ID   | Unique ID associated to a PNR when you click on the <b>Save PNR</b> button.   |
| D | PNR Status   | Possible statuses are :<br><b>Option</b> : (1 item is not paid);<br><b>Paid</b> : (1 item is not ticketed);<br><b>Ticketed</b> : (PNR completed);<br><b>Cancelled</b> : (PNR cancelled).  |
| E | Internal Ref.  | Internal reference (outlet number) assigned by the user to each PNR.  |
| F | Print Queue (optional)                                       | Your can assign a specific print queue to a PNR. This queue will be used in the batch ticket print function.<br><br>Example : An outlet has defined 3 queues for printing purpose :Q1-End of day; Q2-End of Week; Q3-End of Month. So, at the end of each month, the outlet will select Q3 related ticket for his batch print.  |
| G | PNR items tab  | Possible tabs are :<br><b>Outstanding</b> : contains all outstanding items;<br><b>Payment pending</b> : contains payment pending items. Payment pending items tab disappears when you successfully save a PNR.  |
| H | Items  | List of items with product description.   |
| I | Travel date  | First day of travel.  |
| J | TTL  | Ticketing time limit to pay outstanding items including hour in GMT (Greenwich Mean Time). After this date, the system will automatically cancel unpaid items from the PNR.   |
| K | Status   | Item possible statuses are :<br><b>Due Now</b> : Items to be paid immediately prior to saving the PNR;<br><b>Due Later</b> : Items that can be paid later (see TTL)<br><b>Paid</b> : Items paid;<br><b>Issued</b> : Items that are issued (ticket already printed)<br><b>Cancelled</b> : items cancelled (by the user or system);<br><b>Pending Pricing</b> : An on request product has been saved in a PNR and the ACP Call Center must provide the price;<br><b>Pending Acceptance</b> : An on request product has been saved in a PNR and the customer must accept the price provided by the ACP Call Center;<br><b>Pending Booking</b> : An on request product has been saved in a PNR, where the fare was available in RailNet. The ACP Call Center must now book the product. |
| L | Total Price  | Total price for the items. Click the details button to get a thorough breakdown of the total cost.  |
| M | Details  | Click this icon to get a breakdown of the total cost of the current items.  |
| N | <b>(X)</b> button  | Allows you to cancel a current item. If the item was already paid, a refund with penalties will apply.  |
| O | Select items   | This pull down list permits item selection according to the action chosen.  |
| P | Gross Amount (Credit card) Net Amount (Charge to my account) | Amount automatically calculated by the system in function of selected items and payment method.   |
| Q | Payment Method   | Select either Credit Card or Charge to my account. Possible values depend on your security profile.   |
| R | Card Type (Only for  | Select either None, Visa or Master Card.  |

|   |  |   |
|---|--|---|
|   | Credit Card payment method)                              |   |
| S | Credit Card Number (Only for Credit Card payment method) | Enter the credit card number.   |
| T | Expiration Date (Only for Credit Card payment method)    | Select the month & year that the Credit Card expires.   |
| U | Cardholder name (Only for Credit Card payment method)    | Name of Credit Cardholder (Name on the card)  |
| V | CVV2 (Only for Credit Card payment method)               | Enter Card verification value number (the three or four numbers on the back of the card)  |
| W | <b>Add Payment or Charge and Save</b> Button             | Apply payment or charge to the selected items.  |
| X | <b>Previous Step</b> Button                              | Goes back to the Previous Step.   |
| Y | <b>Save PNR</b> Button                                   | Saves the PNR to the system.  |
| Z | PNR Summary Area   | Displays useful financial information about the current PNR.  |
| * | E-Ticketing  | <ul style="list-style-type: none"> <li>• If the product can be fulfilled only using an E-ticket the box will be checked.</li> <li>• If the product can be fulfilled either by an E-ticket or by a printed ticket then you can choose to check or uncheck the box.</li> <li>• If the product is not E-Ticketable, then you will not have the option to check the box.</li> </ul> |

## PNR Search

**PNR Search** screen gives you a quick way to search the PNR database. Enter the desired PNR number and click the **Search** button.

**General Steps:**

- 1) Enter the PNR No.;
- 2) Click the **Search** button '>' to perform the search;
- 3) The search results will display the PNR that matches your criteria and after selecting the PNR you can click **Make Current**.

**Advance PNR Search** screen gives you a flexible way to search the PNR database. Enter your desired criteria and click the **Search** button.

**General Steps:**

- 1) Enter your search criteria (PNR ID, Customer name, Internal Reference No. or Travel Date);
- 2) Click **Search** to perform the search;
- 3) The system will generate results, based on your search criteria;
- 4) Check the PNR and click **Make Current**.

## PNR Management

### Manage Current PNR

This screen allows you to manage information included in a saved PNR

#### General Steps:

- 1) From the main tab (top of the screen) you can either: Print, e-mail or Full cancel the PNR or you can select other PNR tabs to access Pax, Billing & Shipping or Notes information.
- 2) From the PNR Items tab (bottom of the screen), you can either: Make a payment, Cancel items or you can select other item tabs to perform actions for paid, issued or cancelled items.

**B** Manage Current PNR    PAX    Billing & Shipping    Notes

**C** PNR ID AA02HT    **D** INTERNAL REF.    **A** ?

**E** **PNR STATUS**    Option

The state of the PNR can be: Option;Paid;Ticketed;Cancelled.

**F** View PNR will display the current PNR in PDF format.    View PNR

**G** E-mail PNR to:    E-mail PNR

**H** Full Cancel will cancel all items, refund all paid items, void all issued tickets and apply penalty fees.    Full Cancel

**I** **Ticketing Time Limit:**  
2009-12-13

**Due Now:**  
0.00 (Net)

|                     |               |
|---------------------|---------------|
| Total Fare:         | 290.00        |
| Total Penalty:      | 0.00          |
| Total TSC:          | 0.00          |
| Subtotal:           | 290.00        |
| Commission:         | 22.64         |
| Net:                | 267.36        |
| <b>Total Paid:</b>  | <b>0.00</b>   |
| <b>Balance Due:</b> | <b>267.36</b> |

---

**PNR Items**

**J** Outstanding    Paid    Issued    Cancelled

| Item                                | <b>K</b>                          | ETK                      | Travel Date | <b>L</b>            | <b>M</b>  | <b>N</b>    | <b>O</b>                            |          |
|-------------------------------------|-----------------------------------|--------------------------|-------------|---------------------|-----------|-------------|-------------------------------------|----------|
|                                     |                                   |                          |             | TTL [GMT]           | Status    | Total Price |                                     |          |
| <input checked="" type="checkbox"/> | BRITRAIL CONSECUTIVE - LOW SEASON | <input type="checkbox"/> | 22-12-09    | 2009-12-20 00:00 AM | Due Later | 159.00      | <input checked="" type="checkbox"/> | <b>S</b> |
|                                     | <a href="#">+ Details</a>         |                          |             |                     |           |             |                                     | <b>P</b> |
| <input checked="" type="checkbox"/> | GOLDEN TOURS                      | <input type="checkbox"/> | 15-12-09    | 2009-12-13 00:00 AM | Due Later | 131.00      | <input checked="" type="checkbox"/> |          |
|                                     | <a href="#">+ Details</a>         |                          |             |                     |           |             |                                     |          |

**Q** Select All Items    Make a Payment    **R**

**Field Descriptions:**

| Field | Field Name | Remark  |
|-------|------------|---|
| A     | Help       | Displays context sensitive help related to each function of RailNet2. |
| B     | PNR tabs   | Possible tabs are :<br><b>Manage Current PNR</b> : Main PNR screen;   |

|   |                              |   |
|---|------------------------------|---|
|   |                              | <p><b>Pax</b> : Displays information about Pax, with the ability to edit;</p> <p><b>Billing &amp; Shipping</b> : Displays information about Billing &amp; Shipping, with the ability to edit (this tab is managed by your security profile);</p> <p><b>Notes</b>: Lets you add or delete notes (internal or external notes) for the current PNR.</p>    |
| C | PNR ID                       | Unique ID associated to a PNR when you click <b>Save PNR</b> .  |
| D | Internal Ref.                | Internal reference (outlet number) assigned by the user to each PNR.  |
| E | PNR Status                   | <p>Possible statuses are :</p> <p><b>Option</b> : (1 item is not paid);</p> <p><b>Paid</b> : (1 item is not ticketed);</p> <p><b>Ticketed</b> : (PNR completed);</p> <p><b>Cancelled</b>: (PNR cancelled).</p>  |
| F | Print PNR                    | Allows you to print the current PNR.  |
| G | E-Mail PNR                   | Allows you to send PNR confirmation to the PNR Contact by e-mail.   |
| H | Full Cancel                  | Allows you to full cancel a PNR. Refund with penalties will apply.  |
| I | PNR Summary Area             | Displays useful financial information about the current PNR, such as Ticketing Time Limit and Due Now.  |
| J | PNR items tab                | <p>Possible tabs are :</p> <p><b>Outstanding</b> : contains all outstanding items;</p> <p><b>Paid</b> : contains paid items;</p> <p><b>Issued</b> : Contains all items issued (tickets which have been issued);</p> <p><b>Cancelled</b>: Contains all items cancelled.</p>  |
| K | Items                        | List of items with product descriptions.  |
| L | Travel date                  | First day of travel.  |
| M | TTL                          | Ticket time limit to pay your items including hour in GMT (Greenwich Mean Time). After this date, system will automatically cancel unpaid items from PNR.   |
| N | Status                       | <p>Item possible statuses are :</p> <p><b>Due Now</b>: Items to be paid immediately prior to saving the PNR;</p> <p><b>Due Later</b>: Items that can be paid later (see TTL)</p> <p><b>Paid</b>: Items paid;</p> <p><b>Issued</b>: Items that are issued (ticket already printed)</p> <p><b>Cancelled</b>: items cancelled (by the user or system).</p> |
| O | Total Price                  | Total price for the items. Click the details button to get a breakdown of the total cost.   |
| P | Details                      | Click this icon to get a breakdown of the total cost of the current items.  |
| Q | Select items                 | This pull down list permits item selections according to the action chosen.   |
| R | <b>Make a Payment</b> Button | Will display the PNR payment step screen which allows you to process the payments on selected items,  |
| S | <b>Cancel</b> Button         | Will cancel selected item.  |

### Manage Current PNR - PAX Tab

This screen allows you to edit information about PAX in the current PNR.

#### General Steps:

- 1) Open the PAX tab, and click Edit to edit PAX information or Product/ PAX Assignment
- 2) Follow the Save PNR steps;
- 3) At Step 5, you need to Save the PNR, if you want the system to save your changes.

[Manage Current PNR](#)
[PAX](#)
[Billing & Shipping](#)
[Notes](#)

**PNR ID** A400QY **INTERNAL REF.** ?

**PAX Information**   
 PAX Contact E-mail Address: angelaguezen@acprail.com

| PAX Name        | Age | Country |
|-----------------|-----|---------|
| Mr. Passenger 1 |     | Canada  |

**PAX Product / Assignment**

| Product   | Assigned PAX    |
|---|-----------------|
| Outlet Fees<br>Class Validity   |                 |
| BRITRAIL CONSECUTIVE - LOW SEASON<br>Class <b>FIRST</b> Validity <b>P8D</b> | Mr. Passenger 1 |
| BRITRAIL FLEXIPASS - LOW SEASON<br>Class <b>FIRST</b> Validity <b>P8D</b>   | Mr. Passenger 1 |
| LONDON VISITOR TRAVEL CARD<br>Class Validity                                | Mr. Passenger 1 |

### Manage Current PNR - Billing & Shipping TAB

This screen allows you to edit information about Billing & Shipping. This functionality is managed by the user outlet profile.

#### General Steps:

- 1) On the Billing & Shipping TAB, click Edit to update billing & shipping information
- 2) At step 5 click Save PNR to save your changes.

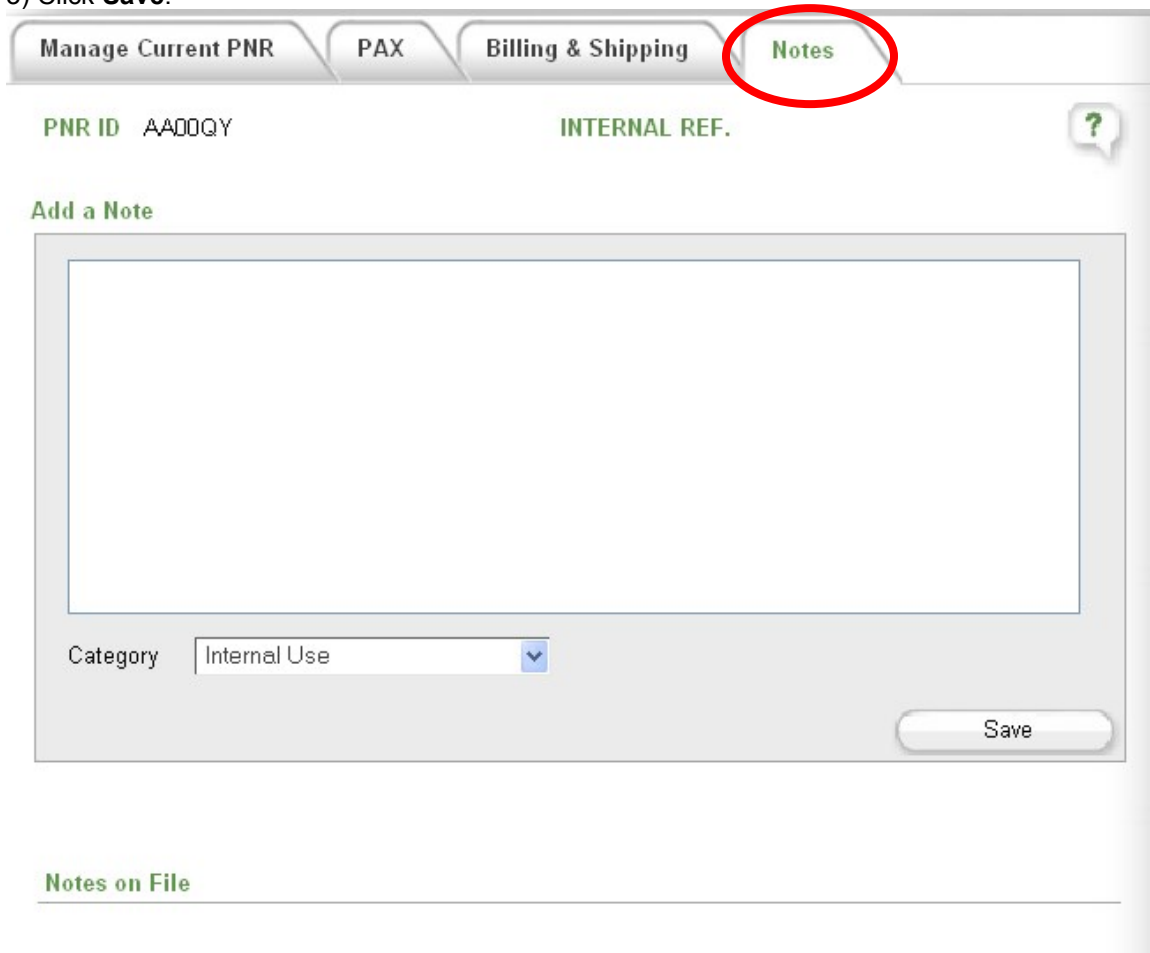
### Manage Current PNR - Notes TAB

This screen allows you to Add or Delete a note for the current PNR.

#### General Steps:

- 1) Add a Note in the text area;
- 2) Select the category applied to the note (Internal, Confirmation, Invoice or All);

- 3) View any notes listed in the note history
- 4) X icon allows you to delete a note, excluding internal notes
- 3) Click **Save**.



Manage Current PNR   PAX   Billing & Shipping   **Notes**

PNR ID A00QY   INTERNAL REF.   ?

**Add a Note**

Category  Save

**Notes on File**

## PNR Items

When managing a current PNR, all PNR items can be viewed under their respective status, including: Outstanding, Paid, Issued or Cancelled. This allows you to make a payment on outstanding items that are due now, while waiting to make the payment on the items that are due later.

### PNR Items – Outstanding

When fulfilling PNR items in ACP RailNet 2, you can Apply Payment or Cancel one item from a PNR that has many items, without having to fulfill all items at once.

#### General Steps:

- 1) Select the items you would like to make a payment or the items you want to cancel either by clicking the boxes or using the Select All Items function;
- 2) Click **Make a Payment or Cancel**.

**PNR Items**

**Outstanding** | Paid | Issued | Cancelled

| Item   | ETK                      | Travel Date | TTL [GMT]           | Status    | Total Price |
|--|--------------------------|-------------|---------------------|-----------|-------------|
| <input checked="" type="checkbox"/> BRITRAIL CONSECUTIVE - LOW SEASON<br><a href="#">+ Details</a> | <input type="checkbox"/> | 22-12-09    | 2009-12-20 00:00 AM | Due Later | 159.00      |
| <input checked="" type="checkbox"/> GOLDEN TOURS<br><a href="#">+ Details</a>                      | <input type="checkbox"/> | 15-12-09    | 2009-12-13 00:00 AM | Due Later | 131.00      |

Select

**Fields Descriptions:**

| Field | Field Name                | Remark  |
|-------|---------------------------|---|
| A     | List of items outstanding | List of items that are outstanding are waiting to be paid.                        |
| B     | Select all items function | Selects all items on the list.  |
| C     | Status                    | The status indicates if payment for each item is due now or due later.            |
| D     | Make a Payment            | Make a payment button allows you to pay for selected items.                       |
| E     | Cancel                    | Cancel allows you to cancel items selected. Cancellation refund rules will apply. |

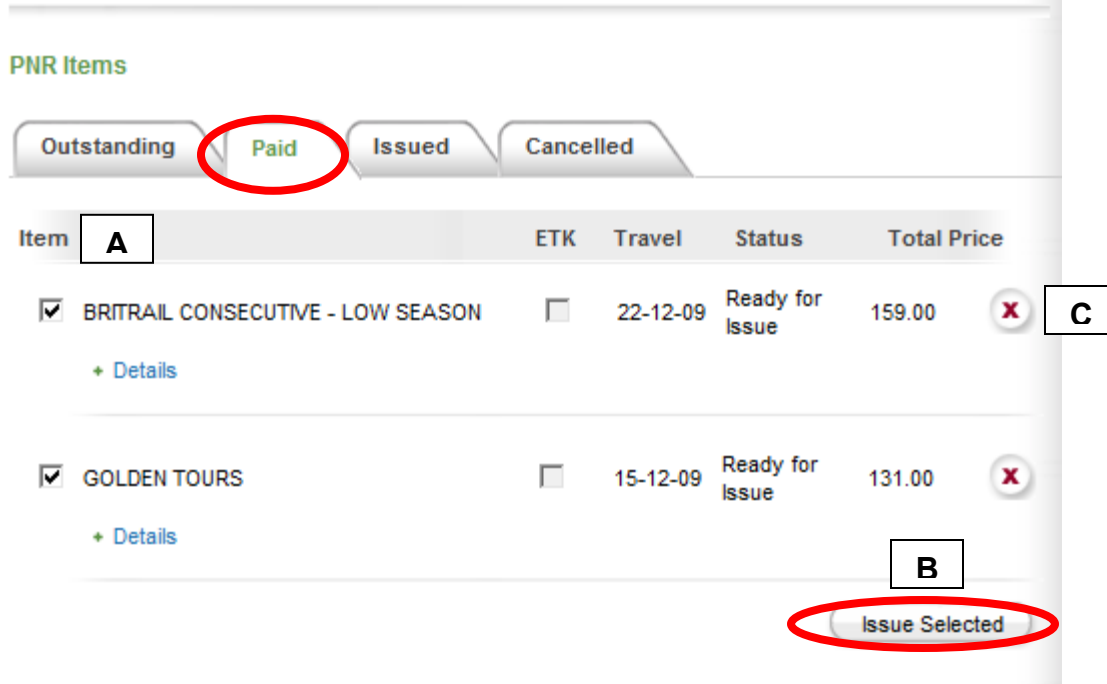
**PNR Items – Paid**

When fulfilling PNR items in ACP RailNet 2, you can Issue Selected or Cancel one item from a PNR that has many items, without having to fulfill all items at once.

**General Steps:**

- 1) Select the items you would like to issue or the items you want to cancel;
- 2) Click **Issue Selected or Cancel**.



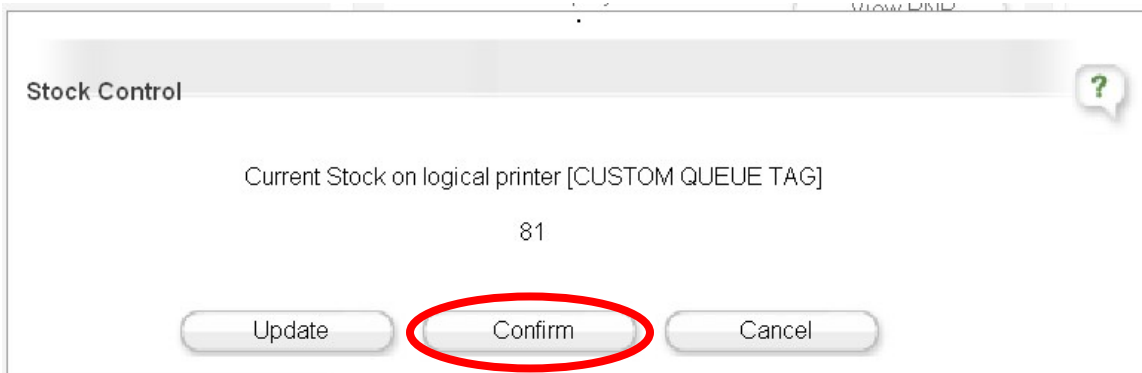


**Fields Descriptions:**

| Field | Field Name         | Remark  |
|-------|--------------------|---|
| A     | List of items paid | List of items that have been paid and are waiting to be issued.                   |
| B     | Issue Selected     | Issue Selected button allows you to issue tickets for selected items.             |
| C     | Cancel             | Cancel allows you to cancel items selected. Cancellation refund rules will apply. |

- 3) If you click **Issue Selected** a pop up will appear for ticket stock control;
- 4) You can **Confirm** the ticket stock number or **Update** it;

**Stock Control**



- 5) Once you have confirmed the stock control, RailNet 2 will generate a PDF of the ticket so that you can verify it;

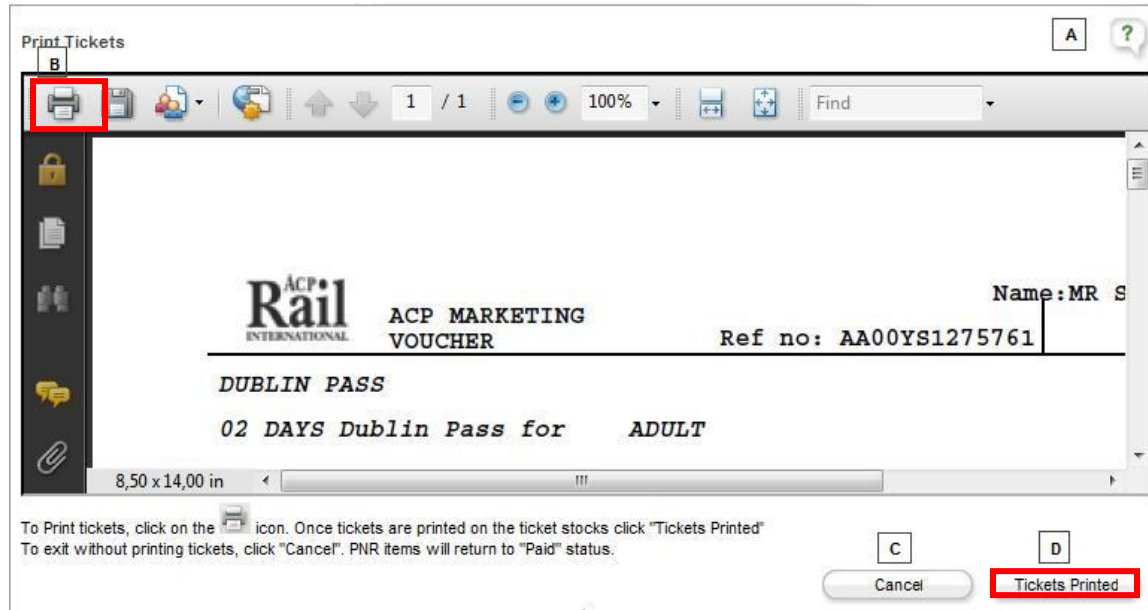
## Print a Ticket

### General Steps:

- 1) Click on the Adobe Acrobat **Print Icon** to Print Paper tickets.
- 1.1) Click on **Tickets Printed**, once tickets have successfully been printed on ticket stock.

Or to exit without printing tickets:

Click on **Cancel**. (PNR items will return to "Paid" status)



### Fields Description "Main" tabs:

| Field | Field Name                    | Remark   |
|-------|-------------------------------|--|
| A     | Help                          | Displays context sensitive help related to each function of RailNet2.  |
| B     | Adobe Acrobat Print Icon      | Will start <b>Print Paper Tickets</b> process.   |
| C     | <b>Cancel</b> Button          | Closes the Print Tickets window. Tickets selected will remain in the <b>Paid TAB</b> .                                   |
| D     | <b>Tickets Printed</b> Button | You have to click this button when Paper Tickets are printed. Tickets selected will then move to the <b>Issued TAB</b> . |

### Common Problems:

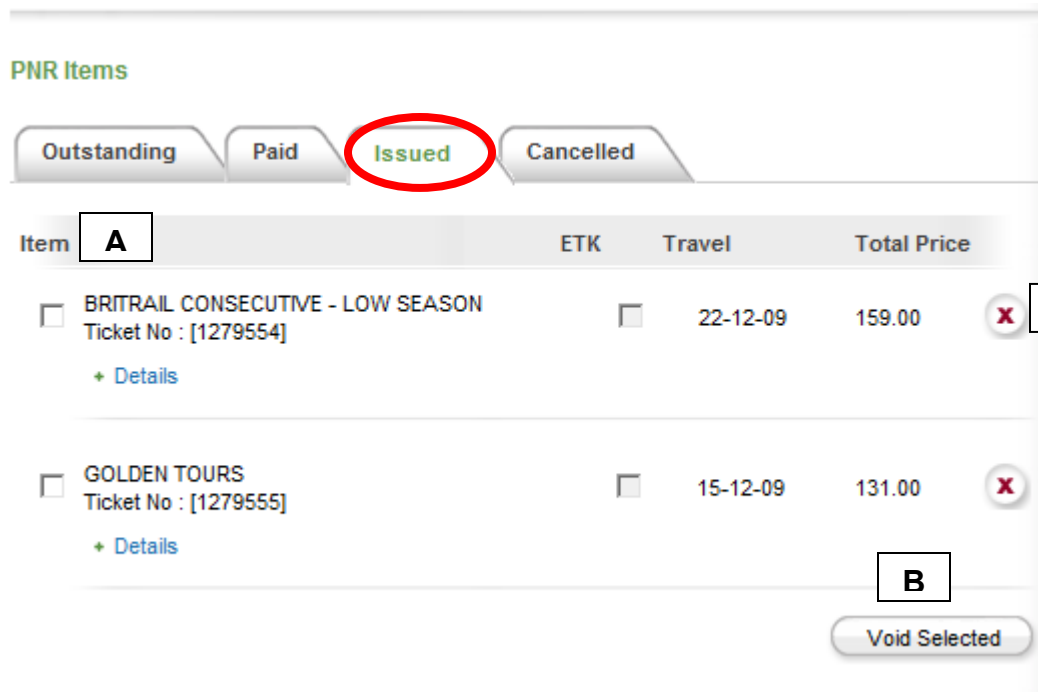
| Problems   | How to solve this situation  |
|--|--|
| Tickets have been printed but I clicked <b>Cancel</b> instead of <b>Tickets Printed</b> . Items are still in <b>Paid TAB</b> ! What should I do now? | Re-Issue those tickets (verify stock number) and click <b>Tickets Printed</b> . Selected Items will be transferred to the <b>Issued TAB</b> .          |
| Tickets have not been printed but now they are in the <b>Issued TAB</b> .  | <b>Void Selected</b> non issued tickets from the <b>Issued TAB</b> and re-issue them using the <b>Issue Selected</b> function in the <b>Paid TAB</b> . |

## PNR Items – Issued

In the Issued tab of PNR items, you can Void Selected or Cancel.

### General Steps:

- 1) Select the items you would like to void or the items you want to cancel;
- 2) Click **Void Selected** or **Cancel**.



**PNR Items**

Outstanding Paid **Issued** Cancelled

| Item   | ETK                      | Travel   | Total Price |
|--|--------------------------|----------|-------------|
| <input type="checkbox"/> BRITRAIL CONSECUTIVE - LOW SEASON<br>Ticket No : [1279554]<br><a href="#">+ Details</a> | <input type="checkbox"/> | 22-12-09 | 159.00      |
| <input type="checkbox"/> GOLDEN TOURS<br>Ticket No : [1279555]<br><a href="#">+ Details</a>                      | <input type="checkbox"/> | 15-12-09 | 131.00      |

**Void Selected**

### Fields Descriptions:

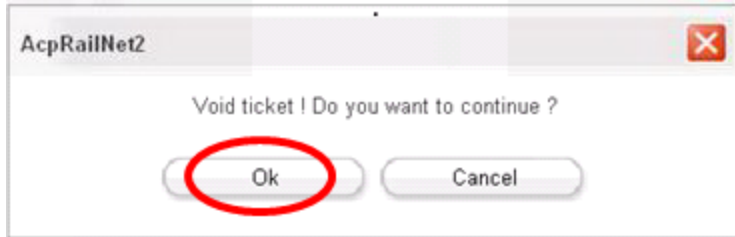
| Field | Field Name           | Remark  |
|-------|----------------------|---|
| A     | List of items issued | List of items that have been issued.  |
| B     | Void Selected        | Void Selected button allows you to void tickets on selected items. Void tickets need to be returned to ACP. After you void an item, it will be transferred to the paid tab. |
| C     | Cancel               | Cancel allows you to automatically cancel & void items selected. Cancellation refund rules will apply. Void tickets must be returned to ACP.                                |

## Void Issued Ticket

To void a ticket that has been issued you can do so in Manage Current PNR, PNR Items – Issued tab.

### General Steps:

- 1) Select the items you would like to void and click **Void Selected**;
- 2) A pop up will ask you Do you want to continue? Click OK;
- 3) A second pop up will inform you of the ticket numbers of those you have voided to be returned to ACP.



**Voided Tickets to Return** ?

The following tickets must be returned to ACP

**Stock Number**                      **Ticket Number**

|     |         |
|-----|---------|
| 141 | 1316042 |
| 142 | 1316042 |
| 143 | 1316042 |

Close

### Reissue

In ACP RailNet 2 go to Manage Current PNR, select the Issued tab, then select the items and click Void. Then in the Paid tab, select the items and click Issue Selected.

## PNR Items - Cancelled

### Refunds

Before using the button “Apply Payment”, bookings can be cancelled without any fees. Please notice that the Ticketing Time Limit indicates when the booking will automatically be cancelled if payment has not been applied.

In ACP RailNet2, 100% refunds are available up to **24 hrs after payment** has been applied\*. After this time the refund is granted with penalties according to the terms and conditions. You can either Full Cancel under Manage Current PNR or Cancel under the PNR items: Paid, Issued and Outstanding tabs.

**\*Exceptions include the following Non-Refundable Products, which cannot be refunded even within 24 hrs after payment** has been applied.

#### Non-Refundable Products:

- Seats/Sleepers reservations
- Global Tickets
- SJ no-rebooking/SJ Just Now
- Eurostar On-request
- Great British Heritage Pass
- Warwick Castle
- Oyster Card
- Madame Tussauds
- Amtrak PTP On-request

To avoid penalties with these products we suggest considering the ticketing time limits. If an itinerary is not final then there is the option of waiting until the last moment before applying payment.

All refund rules apply on non-used tickets and before the validation expiry date.

| Product   | Refund % of Total | Advance Notice                                | Notes   |
|---|-------------------|---|---|
| <b>Global ticket and Reservation</b> (together)   | non-refundable    |   | <ul style="list-style-type: none"> <li>• Global Tickets without reservation are also non-refundable</li> </ul>  |
| <b>TCV Ticket</b> (open tickets)  | 85% refund        | within 1 month after the last day of validity |   |
| <b>Sweden SJ</b> Point to Point Ticket and Reservation / Standard or Business or Business Premium | 100% refund       | up to the departure date                      | SJ no-rebooking/ SJ Just Now are non-refundable   |
| <b>Sweden SJ ITX</b>  | 100% refund       | 31 days and more                              | <ul style="list-style-type: none"> <li>• between 30 days up to 15 days before departure 50% refund</li> <li>• less than 14 days before departure 0% refund</li> </ul> |
| <b>Norway NSB</b> All point to point tickets  | 85% refund        | within 6 months from                          |   |

|  |            |                                 |  |
|--|------------|---------------------------------|--|
| (including Flam and Rauma Line)            |            | issue date                      |  |
| <b>BritRail</b> All point to point tickets | 85% refund | within 6 months from issue date |  |
| <b>BritRail</b> All Passes                 | 85% refund | within 6 months from issue date |  |
| <b>Eurail</b>                              | 85% refund | within 1 year from issue date   |  |
| <b>InterRail</b>                           | 85% refund | up to the day before departure  |  |
| <b>Balkan Pass</b>                         | 85% refund | within 6 months from issue date |  |
| <b>European East Pass</b>                  | 85% refund | within 6 months from issue date |  |
| <b>Greek FlexiPass</b>                     | 85% refund | within 6 months from issue date |  |
| <b>Greek Rail &amp; Fly Pass</b>           | 85% refund | within 6 months from issue date |  |
| <b>German Rail Pass</b>                    | 85% refund | within 1 year from issue date   |  |
| <b>Japan JR East Pass</b>                  | 90% refund | within 1 year from issue date   |  |
| <b>Australia Austrail Pass</b>             | 90% refund | Until departure                 |  |
| <b>Australia Rail Explorer Pass</b>        | 70% refund | Until departure                 |  |
| <b>USA Amtrak USA Pass</b>                 | 80% refund | Until 5 days before departure   | USA Amtrak Point to Point Non-refundable |

Products with 85% refund

- City Sightseeing (up to the day prior to departure)
- Dot2Dot (within 1 year from issue date)

Products with 85% refund (within 6 months from issue date)

- Edinburgh Dungeon
- Shakespeare Houses
- National Trust for Scotland Discovery Pass
- London Dungeon
- Kew Garden
- City Cruises London
- CAT City & Airport Transfer Vienna
- Edinburgh Pass
- London Eye
- London Sightseeing Pass

City Sightseeing within UK  
Golden Tours  
Royal Yacht Britannia  
York Pass  
Beatles Story  
Dublin Pass  
England Heritage Overseas Pass  
Historic Royal Palaces  
Bateaux London  
CADW  
RailTours Ireland  
Batobus  
Eiffel Tower Sightseeing  
Flam Railway Family Card  
Stockholm Card  
Goteborg Card  
Combo Tours  
Scotland Discovery Pass

If you do not find the product you are looking for, please refer to Terms and Conditions on the product information page on RailNet2, or contact Help Desk at [info@acprailnet.com](mailto:info@acprailnet.com)

**Full Cancel:** Please note that the Full Cancel function can ONLY be done within 24hrs from applying payment and is ONLY for passes, and TCV (open) tickets.

[Manage Current PHR](#) | [PAX](#) | [Billing & Shipping](#) | [Notes](#)

**PHR ID** AA00QY      **INTERNAL REF.**      ?

**PNR STATUS** Cancelled

The state of the PNR can be: Option;Paid;Ticketed;Cancelled.

View PNR will display the current PNR in PDF format. View PNR

E-mail PNR to: E-mail PNR

angelaguezen@acprail.com

Full Cancel will cancel all items, refund all paid items, void all issued tickets and apply penalty fees. Full Cancel

**Ticketing Time Limit:**  
**18 Feb 2009 00:00**

**Due How:**  
**0.00 (Net)**

|                     |             |
|---------------------|-------------|
| Total Fare:         | 0.00        |
| Total Penalty:      | 0.00        |
| Total TSC:          | 0.00        |
| <hr/>               |             |
| Subtotal:           | 0.00        |
| Commission:         | 0.0         |
| <hr/>               |             |
| Net:                | 0.00        |
| <b>Total Paid:</b>  | <b>0.00</b> |
| <b>Balance Due:</b> | <b>0.00</b> |

---

**PNR Items**

[Outstanding](#) | [Paid](#) | [Issued](#) | Cancelled

B

| Item  | Travel Date | Penalty Fee |  |
|---|-------------|-------------|--|
| <span style="border: 1px solid black; padding: 2px;">A</span> Outlet Fees | 20-02-09    | 0.00        |  |
| BRITRAIL CONSECUTIVE - LOW SEASON   | 20-02-09    | 0.00        |  |
| BRITRAIL FLEXIPASS - LOW SEASON   | 20-02-09    | 0.00        |  |
| LONDON VISITOR TRAVEL CARD  | 20-02-09    | 0.00        |  |

**Fields Descriptions:**

| Field | Field Name              | Remark   |
|-------|-------------------------|--|
| A     | List of items cancelled | List of items that have been cancelled   |
| B     | Penalty fee             | Penalty fees apply when items are cancelled. Click the detail icon for more information. |



## Monthly Settlement

- 1. Invoice:** The Monthly Invoice is generated on the 2nd of every month. To obtain invoices, open RailNet's (RN2) Administration page. Go to the Outlet Service Center. Go to Reports, then select Invoices. Payment: All outstanding balances ending on the last day of a previous month must be paid no later than by the 10th of each month.
- 2. Account Statement:** Go to RN2 Administration page. Go to the Outlet Service Center where you can access The Service Center Website link. Go to Reports, then select Account Statement Report.
- 3. Ticketing Journal:** To obtain the ticketing journal, open the Administration page. Go to the Outlet Service Center where you can access The Service Center Website link. Go to Reports, then select Ticketing Journal.
- 4. Void Tickets:** Please send any voided tickets to ACP in chronological order, as they are listed in the Ticketing Journal. Please only send us the tickets that belong to the reporting month.
- 5. Refund Tickets:** Partially and fully refunded tickets must be returned to us. Please verify Ticketing Journal for all refunded/cancelled tickets.
- 6. Send Documents to ACP:** Please send all mentioned documents to ACP no later than by the 10th of each month. We must receive all voided, unused and refunded tickets. Failure to send those tickets will result in ACP invoicing you for them. This is in accordance with UIC standards. **Lost unused ticket stock and voided tickets** will be invoiced 200 USD per coupon. **Lost refunded tickets** will be invoiced at the face value of the ticket.

## Monthly Settlement FAQ

### How do I get reports in RailNet?

Open the Administration page. Go to the Outlet Service Center where you can access The Service Center Website link. Go to Reports then select the report desired including:

- Account Statement
- Invoice
- Charges and Refund Journal
- Ticketing Journal

### What do the Account Statement fields represent?

When in "Account Statement" in the right upper corner you will see:

- **"This period's sales"** the amount of sales done in a given period (as chosen).
- **"Starting Balance"** amount unsettled prior to the beginning of this period.
- **"Payments"** amount of money received from the outlet during the selected period.
- **"Ending Balance"** amount due at the end of the selected period.
- **"Max Credit Limit"** Each account has been assigned a credit limit, based on the General Credit Application. When the error message reads: Credit Limit Exceeded for outlet, the system will not allow you to charge and issue a new PNR. In this case, please contact the Help Desk so that they can evaluate the credit limit and adjust it as required.

## FAQ: Frequently Asked Questions

### How do I issue a ticket?

Charge & Issue: In ACP RailNet 2 in step 5 of saving a PNR, select items then click Apply Payment. Then click Save PNR. Under PNR Items, select the Paid tab where you can select items and click Issue Selected.

### How do I print my monthly report?

In ACP RailNet 2 open the **Administration** page. Go to the Outlet Service Center where you can Access The Service Center Website link. Go to Reports in the Outlet Service Center. Select the Sales Stats report.

### How do I register ticket stock?

In ACP RailNet 2, outlets cannot input their own ticket range. This information can only be entered by ACP. Please inform ACP of your existing ticket stock range, which will enable you to print tickets in ACP RailNet 2. Please send us an e-mail at [distribution@acprail.com](mailto:distribution@acprail.com) to communicate your ticket stock range.

### Is it possible to hide commission amounts in RailNet 2?

This is a new feature for those outlets who do not want all users to view the commission amounts. Please contact your sales manager or Help Desk at [Info@acprailnet.com](mailto:Info@acprailnet.com) if you would like to hide the commission values.

|                              |               |
|------------------------------|---------------|
| <b>Ticketing Time Limit:</b> |               |
| 18 Feb 2009 00:00            |               |
| <b>Due Now:</b>              |               |
| 0.00 (Net)                   |               |
| Total Fare:                  | 1,160.00      |
| Total Penalty:               | 0.00          |
| Total TSC:                   | 0.00          |
| Subtotal:                    | 1,160.00      |
| <b>Commission:</b>           | <b>115.68</b> |
| Net:                         | 1,044.31      |
| <b>Total Paid:</b>           | <b>537.68</b> |
| <b>Balance Due:</b>          | <b>506.63</b> |

### What is the refund policy?

In ACP RailNet 2, 100% refunds are available up to 24 hrs after payment has been applied. After this time the refund is granted with penalties according to the terms and conditions. You can either Full Cancel under Manage Current PNR or Cancel under the PNR items: Paid, Issued and Outstanding tabs. The penalty fees will appear in the PNR items: Cancelled tab.

**Exceptions include seat/sleeper reservations, Global Tickets and SJ no-rebooking/SJ Just Now which cannot be refunded even within 24 hrs from the issue date.** To avoid penalties with these products we suggest considering the ticketing time limits below. If an itinerary is not final then there is the option of waiting until the last moment before applying payment.

## How do I know if a product can be fulfilled with an E-ticket?

For all PNR items there is a column titled ETK which means E-Ticket. The following guidelines can be followed to know if a product can be E-ticketed.

- If the product can be fulfilled only using an E-ticket the box will be checked.
- If the product can be fulfilled either by an E-ticket or by a printed ticket then you can choose to check or uncheck the box.
- If the product is not E-Ticketable, then you will not have the option to check the box.

## How do I reissue when a ticket is misprinted?

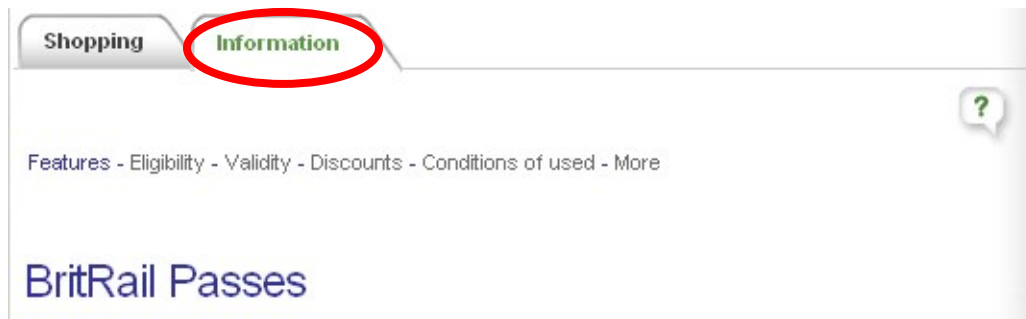
In ACP RailNet 2 go to Manage Current PNR, select the Issued tab, then select the items and click Void. Then in the Paid tab, select the items and click Issue Selected. For more details please view sections Void Issued Ticket and PNR Items – Paid.

## Where can I view product information?

During the Shopping process you will see a second tab - Information which gives you useful information about the current product.

### General Steps:

- 1) Click the Information Tab to access information corresponding to the current product.
- 2) Click the local link topics, including Features, Eligibility, Discounts, Conditions of Use and More, to quickly access related information in the page.



## What are the ticketing time limits (TTL)?

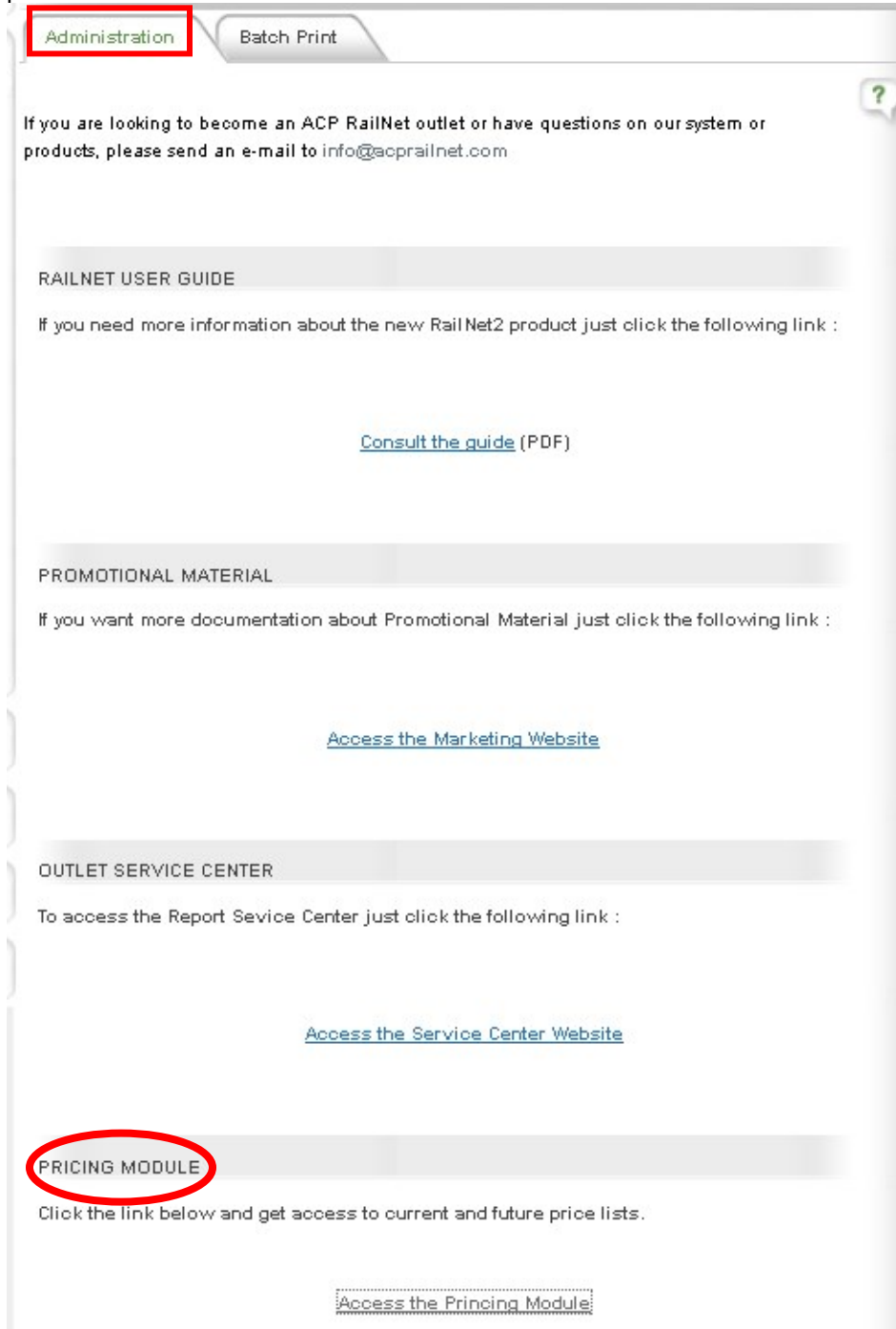
New ticketing time limits apply in ACP RailNet 2, with the following guidelines:

- Seat reservations & Global fares: bookings are automatically cancelled 3 days prior to departure
- All passes: bookings are automatically cancelled 2 days prior to departure
- All on-request products: bookings are automatically cancelled 7 days after booking
- SJ products: bookings up to a maximum of 10 days before departure are automatically cancelled 4 days after booking.
- SJ products: bookings within 10 of departure are automatically cancelled if not charged at time of booking.
- SJ no-rebooking/SJ Just Now: bookings are automatically cancelled if not charged at time of booking

|  |               |
|--|---------------|
| <b>Ticketing Time Limit:</b><br><b>18 Feb 2009 00:00</b> |               |
| <b>Due Now:</b><br><b>0.00 (Net)</b>                     |               |
| Total Fare:  | 1,160.00      |
| Total Penalty:   | 0.00          |
| Total TSC:   | 0.00          |
| <hr/>  |               |
| Subtotal:  | 1,160.00      |
| Commission:  | 115.68        |
| <hr/>  |               |
| Net:   | 1,044.31      |
| <b>Total Paid:</b>                                       | <b>537.68</b> |
| <b>Balance Due:</b>                                      | <b>506.63</b> |

## How do I find price lists?

Go to **Administration** on the top of the home page. Scroll to the bottom to find the Pricing Module. Click on the link to access current and future price lists. Enter the username and password that you used to login to RailNet 2. Select the products you would like to generate price lists for.



The screenshot shows the Administration page of the ACP RailNet system. At the top, there are two tabs: "Administration" (highlighted with a red box) and "Batch Print". Below the tabs, there is a help icon (a question mark in a speech bubble) and a paragraph of text: "If you are looking to become an ACP RailNet outlet or have questions on our system or products, please send an e-mail to info@acprailnet.com".

Below this is a section titled "RAILNET USER GUIDE". It contains the text: "If you need more information about the new Rail Net2 product just click the following link :". Underneath is a blue underlined link: "[Consult the guide \(PDF\)](#)".

Next is a section titled "PROMOTIONAL MATERIAL". It contains the text: "If you want more documentation about Promotional Material just click the following link :". Underneath is a blue underlined link: "[Access the Marketing Website](#)".

Below that is a section titled "OUTLET SERVICE CENTER". It contains the text: "To access the Report Service Center just click the following link :". Underneath is a blue underlined link: "[Access the Service Center Website](#)".

At the bottom is a section titled "PRICING MODULE" (highlighted with a red oval). It contains the text: "Click the link below and get access to current and future price lists.". Underneath is a blue underlined link: "[Access the Pricing Module](#)".



## Pricelist Generator

### Select Date:

new (2009-01-30)

\* 2009 prices are coming soon!

### Select Products:

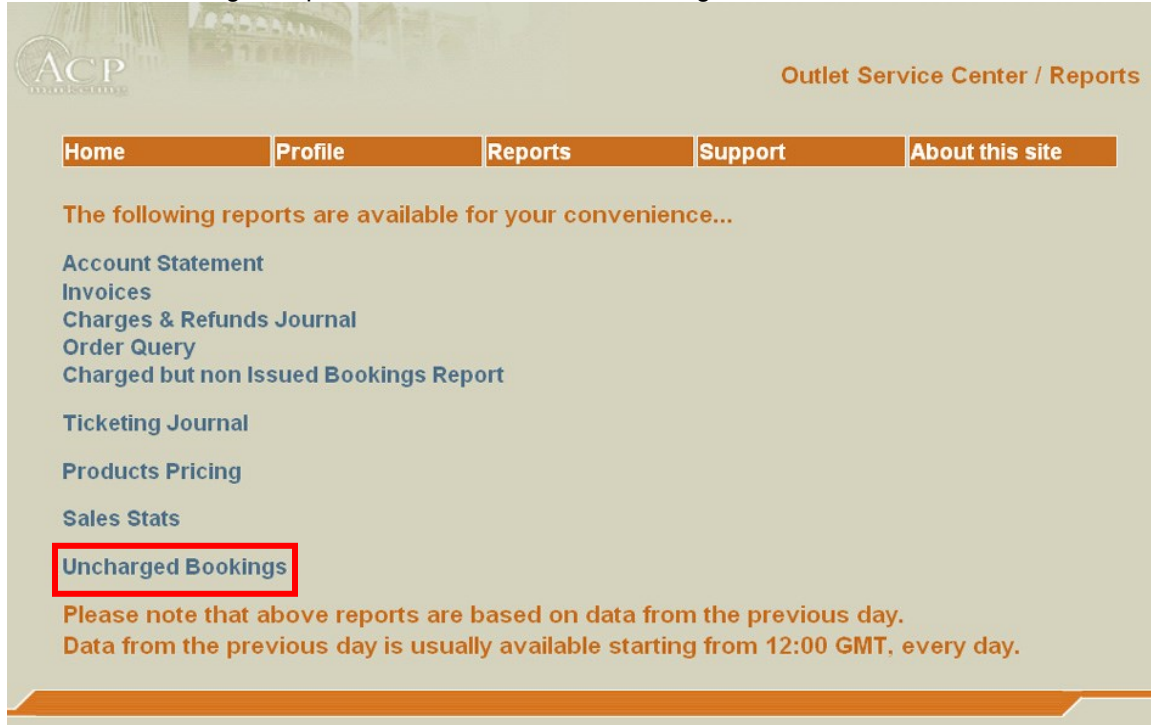
[Select All](#) / [Deselect All](#)    [Expand All](#) / [Collapse All](#)

- United Kingdom
- Europe
- Scandinavia
- Japan
- United States
- Australia

\* For point to point pricelists please contact your Sales Representative.

## How do I get a report of all uncharged bookings?

Go to the Outlet Service Center in "Administration" and request the "Uncharged Booking" report. It will list all bookings not paid and will indicate the Ticketing Time Limit for each.



The screenshot shows the ACP Rail Outlet Service Center / Reports page. The navigation menu includes Home, Profile, Reports, Support, and About this site. A list of available reports is shown, with 'Uncharged Bookings Report' highlighted in a red box. A note below the list states: 'Please note that above reports are based on data from the previous day. Data from the previous day is usually available starting from 12:00 GMT, every day.'

## What are the definitions of train type, class of service and product when making a Direct Reservation?

| Train Type   | Description   |
|--------------|---|
| AVE          | The AVE is the high-speed train service in Spain, linking major cities with Madrid.   |
| Cisalpino    | The Cisalpino Train covers Switzerland, and Italy, taking you from city center to city center at high speed.                                    |
| EuroCity     | EuroCity replaces the older Trans Europe Express name for high speed border-crossing trains in Europe.  |
| Eurostar-1   | Eurostar is the high-speed passenger train operating between the UK and Europe. Popular routes run from London to Paris and London to Brussels. |
| ICE          | The Deutsche Bahn ICE train connects all the major German cities such as Frankfurt, Hamburg, Stuttgart, Munich, Cologne, and Berlin.            |
| InterCity    | Express or inter-urban trains with limited stops and comfortable carriages to serve long distance travel.                                       |
| InterCityLyn | InterCityLyn is a fast train with fewer stops in Scandinavia.   |
| Night        | A night train in Europe departs well before midnight and arrives in the morning. Night trains have sleepers and couchettes.                     |
| Regional     | Regional rail usually provides rail services between towns and cities, with stops at most or all stations.                                      |
| Regular      | A regular train can be selected when it is not a night train or specialty high speed train.   |
| TGV          | TGV high speed trains is the fastest way to travel around France, and beyond into   |

|        |   |
|--------|---|
|        | Belgium, the Netherlands, Switzerland, Germany & Italy.                                     |
| Thalys | Thalys is an international high-speed train between Paris, Brussels, Cologne and Amsterdam. |

| Class of Service | Description  |
|------------------|--|
| 1cl COUCHET. 4B  | First class couchette with 4 berths.                                 |
| 2cl COUCHET. 4B  | Second class couchette with 4 berths.                                |
| 2cl COUCHET. 6B  | Second class couchette with 6 berths.                                |
| 2cl SLP 1B       | Second class sleeper with 1 berth.                                   |
| 2cl SLP 2B       | Second class sleeper with 2 berths.                                  |
| CLUB 1cl         | Club class is first class premier on AVE trains.                     |
| FIRST            | First class.   |
| KOMFORT ST       | NSB KOMFORT is a compartment on NSB Regiontog (inter-city) services. |
| PREFERENTE 1cl   | Preferente is first class comfort on AVE trains.                     |
| SPECIAL SLP 1B   | Special sleeper 1 berth.   |
| STANDARD         | Standard class.  |
| STD SLP 1B       | Standard sleeper 1 berth.  |
| STD SLP 2B       | Standard sleeper 2 berths.   |
| SWR SLP 1B       | Shower sleeper 1 berth   |
| SWR SLP 2B       | Shower sleeper 2 berths  |
| TOURIST SLP 3B   | Tourist is second class on AVE trains. Sleeper with 3 berths.        |
| TOURIST SLP 4B   | Tourist is second class on AVE trains. Sleeper with 4 berths.        |
| TURISTA 2cl      | Turista is second class seating on AVE trains.                       |

| Product  | Region                |
|--|-----------------------|
| CD RESERVATION                                     | Czech Republic        |
| CD RESERVATION FOR EURIAL PASSHOLDER               | Czech Republic        |
| CD SLEEPER-COUCHETTE RESERVATION                   | Czech Republic        |
| CD SLEEPER-COUCHETTE RESERVATION EURAIL PASS       | Czech Republic        |
| CD SLEEPER-COUCHETTE TICKET & RESERVATION          | Czech Republic        |
| CFL RESERVATION                                    | Luxembourg            |
| CP SLEEPER-COUCHETTE RESERV EURAIL PASS            | Portugal              |
| CP SLEEPER-COUCHETTE TICKET & RESERVATION          | Portugal              |
| DB RESERVATION                                     | Deutsche Bahn Germany |
| DB RESERVATION FOR EURAIL PASSHOLDER               | Deutsche Bahn Germany |
| DB SLEEPER-COUCHETTE RESERVATION EURIAL PASSHOLDER | Deutsche Bahn Germany |
| DB SLEEPER-COUCHETTE TICKET & RESERVATION          | Deutsche Bahn Germany |
| DB TICKET & RESERVATION                            | Deutsche Bahn Germany |
| DSB RESERVATION                                    | Denmark               |
| EAST EUROPE SEAT RESERVATION                       | Russia +              |
| EAST EUROPE SEEPER-COUCHETTE RESERVATION           | Russia +              |
| MAV NIGHT SEAT RESERVATION EURIAL PASS             | Hungary               |
| MAV NIGHT SEAT TICKET & RESERVATION                | Hungary               |
| MAV RESERVATION                                    | Hungary               |
| MAV SLEEPER-COUCHETTE RESERVATION EURAIL PASS      | Hungary               |
| MAV SLEEPER-COUCHETTE TICKET & RESERVATION         | Hungary               |
| NORWAY FJORD TOURS SEAT RESERVATION                | Norway                |
| NS RESERVATION                                     | Holland               |
| NSB DIRECT DOUBLE SLEEPER COMPARTMENT RESERVATION  | Norway                |
| NSB DIRECT SEAT RESERVATION                        | Norway                |
| NSB DIRECT SINGLE SLEEPER RESERVATION              | Norway                |
| OBB NIGHT SEAT RESERVATION EURAIL PASS             | Austria               |
| OBB NIGHT SEAT TICKET AND RESERVATION              | Austria               |



|  |  |
|--|--|
| OBB RESERVATION                                    | Austria                                |
| OBB SLEEPER-COUCHETTE RESERVATION EURAIL PASS      | Austria                                |
| OBB SLEEPER-COUCHETTE TICKET & RESERVATION         | Austria                                |
| RENFE RESERVATION EURAIL PASSHOLDER                | Spain                                  |
| RENFE SLEEPER-COUCHETTE RESERV EURAIL PASS         | Spain                                  |
| RENFE SLEEPER-COUCHETTE TICKET AND RESERVATION     | Spain                                  |
| RENFE TICKET AND RESERVATION                       | Spain                                  |
| SBB CISALPINO TICKET AND RESERVATION               | Switzerland                            |
| SBB INTERNATIONAL TICKET AND RESERVATION           | Switzerland                            |
| SBB NIGHT SEAT RESERVATION EURAIL PASSHOLDER       | Switzerland                            |
| SBB NIGHT SEAT TICKET AND RESERVATION              | Switzerland                            |
| SBB RESERVATION                                    | Switzerland                            |
| SBB SLEEPER-COUCHETTE RESERV EURAIL PASSHOLDER     | Switzerland                            |
| SBB SLEEPER-COUCHETTE TICKET AND RESERVATION       | Switzerland                            |
| SNCB RESERVATION                                   | Belgium                                |
| SNCF INTL RESERVATION FOR EURAIL PASSHOLDERS       | France                                 |
| SNCF NIGHT SEAT RESERVATION                        | France                                 |
| SNCF RESERVATION FOR EURAIL PASSHOLDERS            | France                                 |
| SNCF SLEEPER-COUCHETTE RESERV EURAIL PASSHOLDER    | France                                 |
| SNCF SLEEPER-COUCHETTE TICKET AND RESERVATION      | France                                 |
| THALYS RESERVATION FOR EURAIL PASSHOLDERS          | Belgium/France/<br>Netherlands/Germany |
| TRENITALIA CISALPINO RESERVATION EURAIL PASSHOLDER | Italy                                  |
| TRENITALIA CISALPINO TICKET AND RESERVATION        | Italy                                  |
| TRENITALIA GROUP TICKET AND RESERVATION            | Italy                                  |
| TRENITALIA RESERVATION FOR EURAIL PASSHOLDERS      | Italy                                  |
| TRENITALIA SLEEPER-COUCHETTE RESERV EURAIL PASS    | Italy                                  |
| TRENITALIA SLEEPER-COUCHETTE TICKET & RESERVATION  | Italy                                  |
| TRENITALIA TICKET & RESERVATION                    | Italy                                  |
| VR RESERVATION                                     | Finland/Russia                         |
| VR SLEEPER-COUCHETTE RESERVATION                   | Finland/Russia                         |

## How should I interpret error messages?

| <b>Error Message</b>                                     | <b>How to correct the error</b>   |
|--|---|
| Cannot load webservice or The Webservice response errors | <p><i>This indicates that one of the components of the RailNet2 application is unavailable.</i></p> <p>Please communicate this problem to ACP Helpdesk.</p> <p>You can reach Helpdesk at <a href="mailto:Info@acprailnet.com">Info@acprailnet.com</a> or by phone at 514-904-2611. Toll free for Canada and USA is 1-866-817-6383. Helpdesk is open on weekdays from 5:00 to 22:00 GMT.</p> |
| The request could not be sent                            | <p><i>This indicates that one of the components of the RailNet2 application is unavailable.</i></p> <p>Please communicate this problem to ACP Helpdesk.</p>   |

|  |   |
|--|---|
|  | <p>You can reach Helpdesk at <a href="mailto:Info@acprailnet.com">Info@acprailnet.com</a> or by phone at 514-904-2611. Toll free for Canada and USA is 1-866-817-6383. Helpdesk is open on weekdays from 5:00 to 22:00 GMT.</p>   |
| <p>Job Refused Printer nnn (<i>where nnn represents a number</i>) is currently in use</p>                        | <p><i>This indicates that a previous print job was aborted.</i></p> <p>It is very simple to unlock the printer. Just try printing again but make sure to re-enter the next stock number when the system asks for it (do not just confirm it, re-enter it, even if the number does not change).</p> <p>The system locks the printer to prevent the user from generating a new batch of tickets, without having sent the previous one to the printer.</p> |
| <p>The Exception has been occurred</p>   | <p>If this error occurs when reading or saving a PNR, please communicate this problem to ACP Helpdesk.</p> <p><i>This indicates that one of the components of the RailNet2 application is unavailable.</i></p> <p>You can reach Helpdesk at <a href="mailto:Info@acprailnet.com">Info@acprailnet.com</a> or by phone at 514-904-2611. Toll free for Canada and USA is 1-866-817-6383. Helpdesk is open on weekdays from 5:00 to 22:00 GMT.</p>          |
| <p>Error: Credit-limit-exceeded --- Credit limit exceeded for outlet X (<i>X represents the outlet name</i>)</p> | <p>This error occurs when saving a PNR.</p> <p><i>This means that your account has reached its sales credit limit.</i></p> <p>To solve this issue, please contact ACP Helpdesk.</p> <p>You can reach Helpdesk at <a href="mailto:Info@acprailnet.com">Info@acprailnet.com</a> or by phone at 514-904-2611. Toll free for Canada and USA is 1-866-817-6383. Helpdesk is open on weekdays from 5:00 to 22:00 GMT.</p>                                     |

## How do I correct alignment when I issue a ticket?

If you are having problems with alignment when printing a ticket, please be sure that you check the box next to **Choose paper source by PDF page size** in the Windows Select Printer screen.

