CROWN TEAM – 01274 726424
CORPORATE TEAM – 03300 082000
SCOTTISH GOVERNMENT TEAM – 01274 760650

SHIRE HOUSE | 2 HUMBOLDT STREET | BRADFORD | BD1 5HQ
www.travelctm.co.uk

Rail E-Ticket User Guide

Contents

Our commitment to delivering great service and support to all our clients remains our number one priority, with this in mind we are delighted to announce our brand new rail ticket method – E-Tickets.

Choosing the E-Ticket delivery method gives customers a right to travel with a ticket that is recorded electronically when the purchase is made and delivered to you as a PDF. This gives you the freedom to choose whether to print a copy or store it on a mobile device.
When an E-Ticket is booked the person travelling will receive an email containing a PDF of the ticket to use to travel, to their preferred email address, which they will have entered during the booking process.

This document has been compiled to provide an overview of what rail E-Tickets are and how they work.

If you have any questions about anything mentioned in this document, please do not hesitate to contact our Business Support Team on North.BSU@travelctm.com

User Admin – E-Ticket email address

Select User Admin from the User Information menu

Under the *Personal* tab, within the Contact Details section there is a field named 'eTicket Email Address'. If this is filled in the email address entered will pre-populate into the eTicket Email Address field within the Billing and Info page each time you are making an E-Ticket booking.

Contact Details

Email*:

not.live@travelctm.com

Home Email:

Additional Email(s):

eTicket Email Address:

Telephone:

44   01274   726424   ext.

Mobile:

How to Book an E-Ticket

To begin booking a rail journey, click *New Booking* then select the *Rail* option. The rail search form will then appear, prompting for the journey details.

Traveller Details

Before the process has begun you will be presented with an option menu that requests for the identity of the traveller. You will see three options (depending on your account type):

Add Guest – For bookings where the traveller is not registered to use Lightning details are entered manually.

When filling out this section, you only need to specify a title, first name and surname.

Add Company User – For bookings where the traveler has an account registered on Lightning

Add Me – This will enter your own details or those you're booking on behalf of using the 'Book On Behalf Of a User' button.

Up to eight travellers can be placed in one booking. If your organisation has requested that your profile is set as a self-book user, your name will be auto populated in the Travellers box and you will be unable to search for other company users and unable to select the add a guest traveller options.
When more than one traveller is specified, Lightning will automatically allocate the closest available seats.

Departure and Arrival Points

Your first step is to tell Lightning where you are going from and to. You can select your departure and arrival points using the drop-down arrows, or by typing them out. Station codes can also be used for your search, if you know them. E.g. LDS for Leeds.

Dates and Times of Travel

Select a date and time of departure. Include a return date and time if applicable. You can do this by typing in a date (DD/MM/YY), or by clicking the calendar icon. Times can be entered in 15 minute increments.
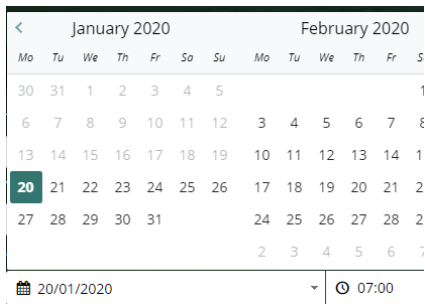
If only a single ticket is required, simply select the one way option
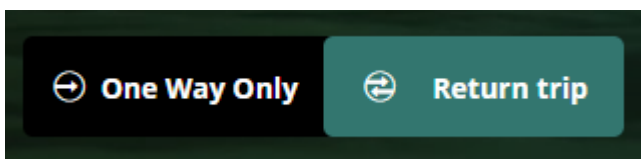
Lightning will default the departure date to the current date.

Remember to double-check this when making a booking, as some ticket types are only valid for a certain date (or time) and will incur charges for cancellations.
'Arrive Before' will list all available trains before a specified time, including those from the night before, so it's often best to use the 'Depart After' option.

ⓘ

FARE AND SEATING AVAILABILITY

Rail fares are only released by train operators three months in advance, while seat reservations are typically released eight weeks in advance. It is not possible to book any further ahead.

Class

The Class of Service drop-down may show different options depending on your organisation's travel policy. Searching 'Any' class will return both Standard and First Class results.
In the majority of cases authorisation will need to be obtained from your in-house travel management team before booking First Class travel.
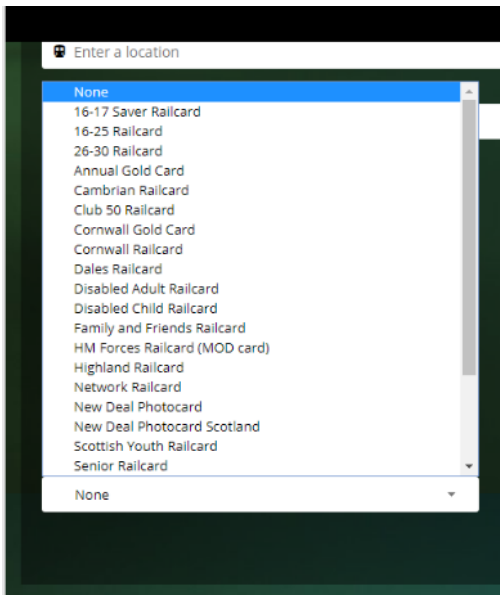

Rail cards

If you have a rail card, you can choose to apply it by ticking *Apply Rail card/Concession*.

Rail cards which Lightning accepts will be displayed in the drop down list.

A rail card number is not required, but you must take your rail card when travelling, otherwise you will be charged the full fare.

Fares

On the fare selection page, if an E-Ticket is available, the E-Ticket icon will show alongside the ticket type name:

Departure Date and Time:		
Manchester	London Euston	19/02/2020 07:00

Search

Trains for Manchester Piccadilly → Euston, London   Cheapest Fares: **Returns From: £259.00**   **Two Singles From: £176.00**

Outbound Journey - Wednesday 19 February 2020
From: Manchester Piccadilly
To: Euston, London

Depart	07:01	07:15	07:35	07:55	08:15
Arrive	09:00	09:20	09:49	10:16	10:26
Journey Time	01:59	02:05	02:14	02:21	02:11
Changes	0	0	0	0	0
Co $_2$ Emissions (kg)	12.25	12.25	12.25	12.50	12.25
	Details	Details	Details	Details	Details

<Earlier   **>Later**

Return JourneyThursday 20 February 2020
From: Euston, London
To Manchester Piccadilly

Depart	15:20	15:40	16:00	16:20	16:40
Arrive	17:28	17:46	18:05	18:27	18:46
Journey Time	02:08	02:06	02:05	02:07	02:06
Changes	0	0	0	0	0
Co $_2$Emissions (kg)	12.25	12.50	12.25	12.25	12.50
	Details	Details	Details	Details	Details

<Earlier   **>Later**

Dual Single Fares

Advance Single (1St Class) Sp	£164.00	£136.00	£164.00	£196.00	£185.00
Advance Single (1St Class)	£167.50	£139.00	£167.50	£198.50	£188.00
Advance Single Sp	£128.00	£128.00	£128.00	£157.00	£152.00
Advance Single	£131.50	£131.50	£131.50	£165.50	£155.00

Dual Single Fares

Advance Single (1St Class) Sp	£101.00	£101.00	£136.00	£136.00	£164.00
Advance Single (1St Class)	£104.00	£104.00	£139.00	£139.00	£167.50
Advance Single Sp	£48.00	£48.00	£128.00	£128.00	£128.00
Advance Single	£50.50	£50.50	£131.50	£131.50	£131.50

Select a time for your journey by clicking on the price underneath the time you wish to travel; remember to select a return time if applicable.
After selecting the journey this will add to your cart on the right hand side.
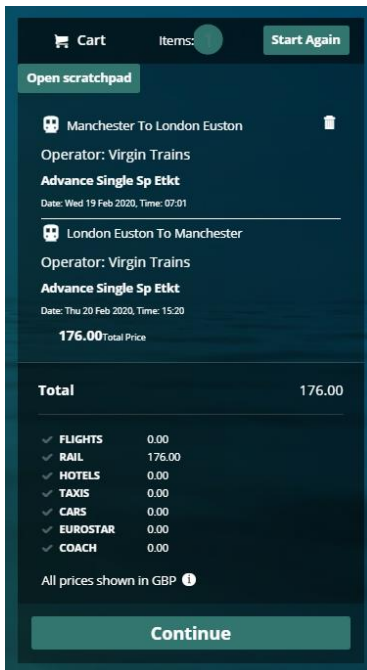

Seating Reservations

Seat reservations are optional (with the exception of Advance Single tickets, where the ticket is only valid with an accompanying seat reservation).
On the seat reservations screen, you can specify a number of options, e.g. direction of travel, the location/coach and position.

If you have filled out your preferences in the User Admin screen, these will be loaded automatically.

The 'specific seat' option can be selected if you know what seat number or coach is required, though it is generally recommended to use the general 'seat' option.
Lightning will search for seats at the time you have selected previously.
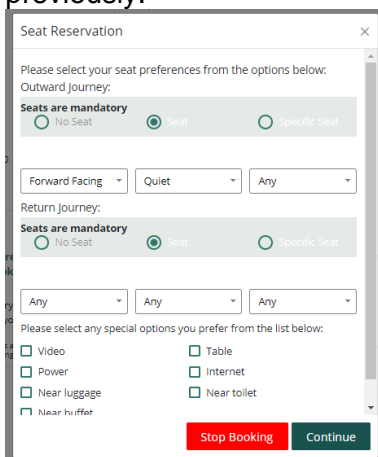
Billing & Ticketing Information

The final stage is split in to two sections, billing details and delivery method.

Entering the Billing Details

You will need to enter your booking codes first.

These codes requested will vary depending on your organisation; some examples include cost centres, staff numbers and reasons for travel.

If your preferences in the **User Admin** page have been filled out, the codes will be loaded automatically in to the billing page.

However, if you are entering these manually, double-check them first as **it is not possible to amend billing details once the booking is confirmed**.

Mandatory fields or invalid codes are highlighted with a red icon and box.
When booking for more than one traveller, you can tick the 'Apply to all…' box to enter the same cost centre across all travellers.

Selecting a Delivery Method

To select a delivery option, look out for the Rail Ticket Delivery Location.
Select E-Ticket as the delivery option.

Selecting the E Ticket option automatically presents an additional field to add the email address where the PDF should be sent, each traveller will receive an individual email.

If an E-Ticket email address has been entered into your profile in the User Admin page, the email address will be loaded automatically into the billing page.

Bookers receive an email confirmation automatically once the order has confirmed, though it is possible to send copies to other email addresses at the bottom of the Billing & Ticketing window.
Once the Billing & Ticketing window has been completed, you will be prompted a final time to confirm seating arrangements. Click Continue.

Confirming the booking

You will then see the basket again. The 'Book' button will now have changed to 'Confirm Booking'

Select Confirm Booking, you will then be prompted to read the terms and conditions of your purchase.

Click the links to view the terms and conditions.
Select the Tick box to agree to the terms and finalise the purchase.
Once 'Confirm Booking has been selected, this decision cannot be reversed.
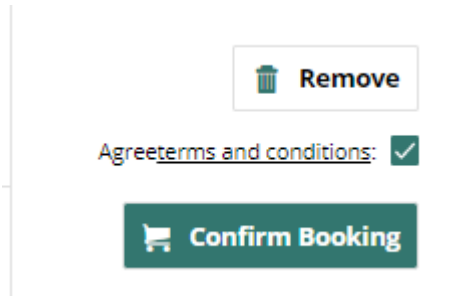
Once fully completed, the Confirm Booking button will change to show the confirmed booking reference.

An email confirmation will be sent to you and any other email addresses specified on the Billing & Ticketing Information page. A record of the booking is also accessible from Baskets Manager which also has the option to download the E-Ticket PDF should it be required at a later date.

The link for E-Ticket PDF will be sent to the email address that was entered into the E-Ticket email address field. If you have booked a return journey, there will be 2 PDFs – 1 for each leg of travel. The email contains the option to add the tickets to your mobile wallet for use from a mobile device or download and print the PDF if you prefer a paper copy.

To download the outbound PDF ticket, follow this link:
https://nam03.safelinks.protection.outlook.com/?url=https%3A%2F%2FREDFERN.evolviuat.co.uk%2FeTicket.aspx%3Fcouponguid%3DFA717212-F45D-4CC5-BDEF-E9C461B0DE07%26format%3DPDF&data=02%7C01%7Cjane.ingham%40travelctm.com%7C43f0c3e0bb934773770b08d6a15a68db%7C7b6b8b8928ee4d2e8bead52f79c6af8f%7C0%7C0%7C636873807024385500&sdata=dxMhoZCt7xQQCxpli8%28g1dTWeC3YbKcQG0oCxvSxdtqs%3D&reserved=0

To add the outbound ticket to your mobile wallet, follow this link:
https://nam03.safelinks.protection.outlook.com/?url=https%3A%2F%2FREDFERN.evolviuat.co.uk%2FeTicket.aspx%3Fcouponguid%3DFA717212-F45D-4CC5-BDEF-E9C461B0DE07%26format%3DPKPASS&data=02%7C01%7Cjane.ingham%40travelctm.com%7C43f0c3e0bb934773770b08d6a15a68db%7C7b6b8b8928ee4d2e8bead52f79c6af8f%7C0%7C0%7C636873807024385500&sdata=33fXPD1PEWN1kY96X%2BhW51%2F3GtPUgBDJbPRJbQsfewQ%3D&reserved=0

To use the E-Ticket simply scan the barcode in the PDF at the barrier at the station you are travelling from.

AGE3583SKJ6

≷ 29 Mar 2019   LDS - KGX

LEEDS   LONDON KINGS X

LDS → KGX

TICKET TYPE   ROUTE
(BTS) NOT VALID FOR   Lner & Connectns
TRAVEL
ADULT   DEPART   COACH   SEAT
-                      10:45   D   58

Itinerary - Mandatory Reservations 29 March

○ Leeds
      10:45
      London North Eastern   Coach D, Seat 58
      Railway
      13:01
○ London Kings Cross

Ticket Details:

Information relating to compensation in the event of
disruption can be found here.

Issued subject to the National Rail Conditions of
Travel.

For refund information contact the retailer of your
ticket.

Ticket Number AGE3583SKJ6
Price £46.00
Purchased on 04 March 2019

Passenger:
Mr Test E

Contact Information:
CTM (North of England)

Cancellations

Cancellations are only available on certain fare types. If your travel plans change, you should call us to cancel the booking.

Exchanges

It is not possible to exchange E-Ticket rail bookings online as this element has not yet been released. If your travel plans change, you should call us to exchange the booking.

Contacts

Crown – North.rail@travelctm.com
01274 726424
Corporate – North.corporate@travelctm.com
0330 0082000
Scottish Government – North.Gov.scot@travelctm.com
01274 760650