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Original

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Compensation in case of train delay - Exchange of messages

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Summary

This leaflet defines services to exchange messages for approval and accounting of compensations for ITRs. The mayor intention is to provide a solution for the compensation in case of delays which reduces the manual processes between the involved partners.

1 - Requirements

The following requirements have been implemented in the specification:

1.1 - Functional requirements

Table 1 : functional requirements

Nb	Description	Status	Origin
F.1	The manual information flow between distributor and product owner must be replaced by an interface which allows the product owner to make the accounting of the compensation between distributor and product owner and also between the product owner and the involved carriers.		
F.2	Compensation is not possible for a booking already cancelled. The implementation must check this.		
F.3	Compensation is not possible for a booking already compensated. The implementation must check this.		
F.4	Compensation in case of NRT might depend on the trains delayed excluding trains which are not delayed. Rules to calculate the compensation depend on rules of the involved carriers.		
F.5	The current standard process implies that the issuing railway is entitled to decide on the validity of the reason for compensation. To provide flexibility for future processes it should be possible to validate the compensation at the allocating railway.		
F.6	Information is required additionally to the old accounting data of the booking to create a 301 accounting records for a compensation transaction. - new type of service (element 6) - new type of transaction (element 7) - country where the compensation is requested - tariff code is used to indicate compensation, the original tariff code is lost - even in case of NRT the train number must be given. In case of more than one delayed train the train with the highest delay is used. - issuing date (transaction date) = date of acceptance of compensation by the attributor in the attributors time zone		RCF-1

1.2 - Nonfunctional requirements

Table 2 : Nonfunctional requirements

Nb	Description	Status	Origin
NF.1	15 days after the request of the customer the issuer in case of missing reply from the attributor is allowed to compensate to the customer and to charge the attributor undertaking.	must	AIV(see Bibliography - page 40)
NF.2	1 Month after the request of the customer the issuer must compensate to the customer.	Legal requirement	PRR
NF.3	The solution should be applicable to compensation for products which were not distributed according to UIC Leaflets 108 or 918-1 (see Bibliography - page 40) but by proprietary protocols.	must	RCF-1
NF.4	The solution should take into account the changing rules of the distributor according to TAP regulation which in future likely will not be a railway undertaking.	must	TAP
NF.5	It is unlikely that all railways will implement a technical solution. The technical solution must not exclude the possibility to handle the processes manually.	must	
NF.6	The accounting of the compensation is made in case that the electronic message exchange defined in this leaflet is used, not in other cases.	must	
NF.7	GCC-CIV/PRR chapter 9.3.2 (see Bibliography - page 40) legal regulations on compensation.	must	CIT
NF.8	The dialog number included in the accounting records must be provided to reference dialogs in message exchange to support investigation on discrepancies in accounting.	must	RCF-1
NF.9	Compensation requests can be sent by the customer up to 2 months after the end of the rail journey of the ticket.	must	GCC-CIV 13.2.1
NF.9.1	Compensation requests by the issuer must be handled by the attributor up to 4 months after the end of the rail journey of the ticket. (To include the GCC-CIV requirement and the additional 15 day time limit NF.1. In case of a combination of an NRT return trip connected with reservations including supplements the end of the journey is the end of the return trip which could be one month after the train departure of first train.)	derived	NF.9

1.3 - Basic Assumptions

Table 3 : Basic assumptions

Nb	Description	Status	Origin
A.1	The accounting of the compensation must be done by the railway / organization which has made the accounting of the original booking. In case of IRTs this is the allocating railway. The allocating railway has to make both accountings: the accounting between allocator and issuer and the accounting between allocator and involved carriers. In case of NRTs based on <i>UIC Leaflet 108-1</i> (see Bibliography - page 40) this is the distributor. In case of NRTs sold online via proprietary protocols it is the allocator of the original NRT booking.	fixed	RCF-1/ TAP-MD
A.2	Additional expenses of the issuer to the customer (Taxi, Hotel,...) are not accounted by the attributor. These expenses are not considered in this study.	fixed	CIT
A.3	The carriers have to compensate only the price shares of the original booking. Any additional fees and also the reservation fee taken by the issuing railway are not compensated to the issuing railway although they might be compensated to the customer. Compensation requests must be made by the originally issuing undertaking only	fixed fixed	RCF-1/AIV 4.4.1 RCF-1 (corresponds to the default process of AIV 4.4.1)
A.4	Compensation is made for a complete booking, not for a part of a ticket (i.e. All passengers included in a ticket are compensated, not only a part of it). The carrier is in all cases responsible for the compensation payment for delays although the carrier may agree to pass the management for this to the allocation railway or to the issuing undertaking. Where such an agreement does not exist the carrier shall manage the process.	fixed	Work Group PRR

1.4 - Scope

The following parts are out of scope of this technical specification although they are connected to this specification work.

Table 4 : Scope

Nb	Description	Status	Responsible
S.1	The information flow between the customer service where the customer places his request for compensation to the distributor is not covered by the technical specification as the distributor could provide a solution on its own i.e. via a web interface.	fixed	
S.2	The structure and rules of accounting the compensation by the product owners have to be defined in <i>UIC Leaflet 301</i> (see Bibliography - page 40). These rules must be based on the information available to the product owner either from the previous booking made by the product owner or from the message data defined in this specification exclusively. Compatibility between <i>UIC Leaflet 301</i> and this specification has to be ensured.	fixed	TAP-MDRCF-1
S.3	The specification does not apply to the current offline NRT ticket with price data exchange according to <i>UIC Leaflet 108-1</i> (see Bibliography - page 40) as these products are implemented at the issuer system only.	fixed	

2 - Business Framework

2.1 - Roles

The process is assumed to involve three different type business actors:

- customer
The customer who claims compensation.
- customer support
At the customer support the customer can place his request for compensation. The customer support is responsible to send the request to the issuing undertaking of the original ticket.
- issuing undertaking
The undertaking which is responsible for issuing the ticket and keeping the contract with the customer.
- attributing railway
The railway undertaking that provided the booking function of the product included on the ticket.
- carrier
A carrier participating in the transport and the shares of the product price.

2.2 - Business Scenarios

2.2.1 - Current manual process

The specification of the current manual process is not part of this leaflet. It is documented here for the convenience of the reader only. The specification of the current manual process is due to CIT.

The current manual process is described in the scenario diagram shown below. The current manual process assumes, that the issuing railway decides on the validity of the compensation request of the customer, but the issuing railway has to contact the carriers (via manual forms) to confirm the delays in case of doubt.

Accounting is made by new additional manual accounting lists accompanying the accounting records according to *UIC Leaflet 301*.

The new paper forms used for the manual process are defined in the AIV.

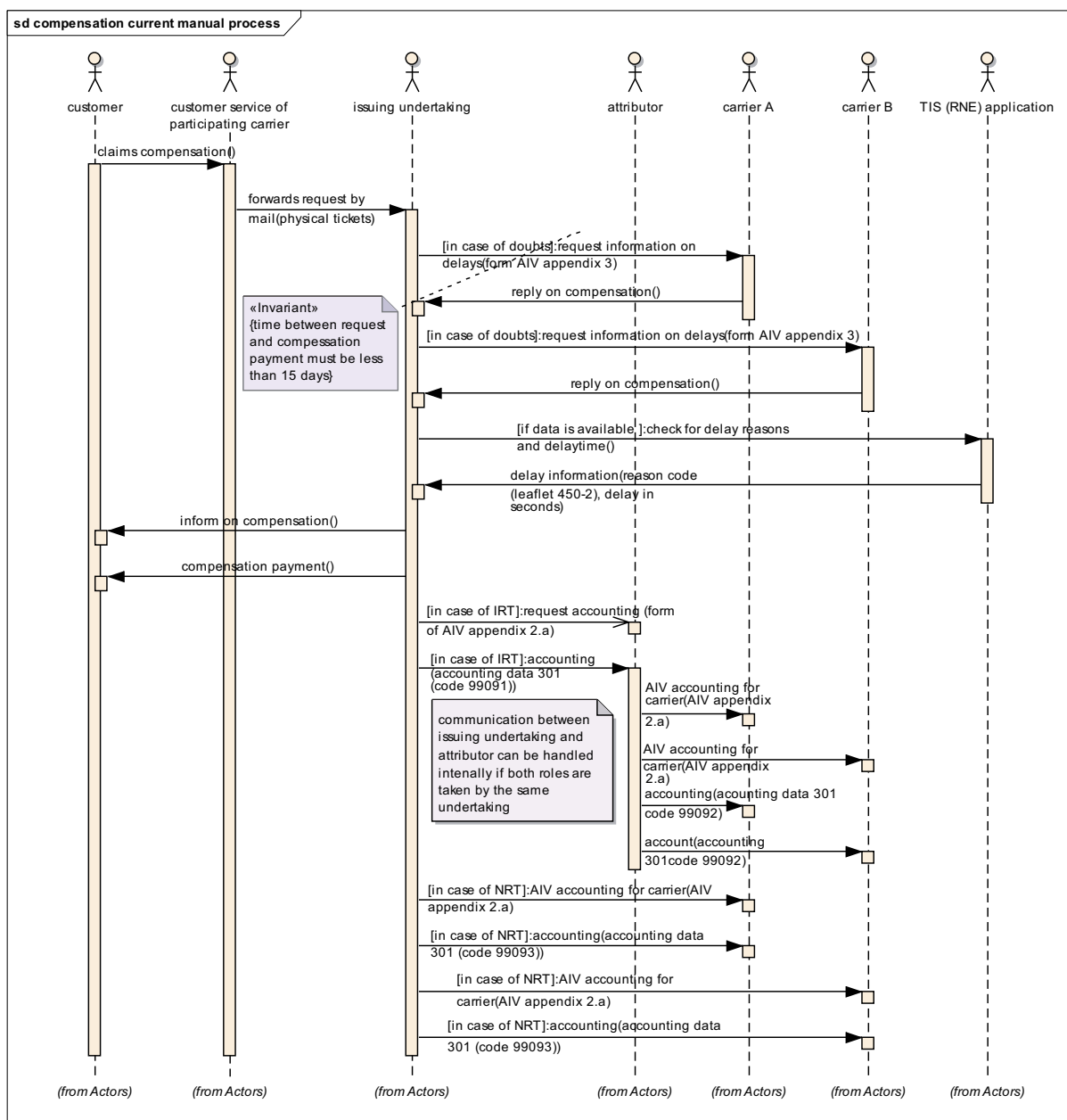


Fig. 1 - Manual compensation process

2.2.2 - Compensation payment managed by the Carrier

Where the carrier selects to manage the compensation payment directly the content of this leaflet is not applicable to carrier, allocating railway or issuing undertaking.

2.2.3 - Additional future processes

The following future processes have been defined to reduce the manual steps in the process:

- scenario 1: issuer checks compensation,
- scenario 2: attributor checks compensation and the issuer requests the result,
- scenario 3: attributor checks compensation and informs the issuer on compensation.

The scenario 3 is an extension of the scenario 2 which requires an additional message send from the attributor to the issuer to inform the issuer on the result of the check for compensation.

Therefore the costs for implementing scenario 3 are higher than in case of scenario 1 or 2 where the issuer always sends requests and the attributor only answers to these requests. The benefit from scenario 3 would be, that the information on the status of the compensation is provided to the issuer at the earliest possible time.

As the scenario 3 must implement scenario 2 at least to cover time out scenarios it is possible that an issuer implements scenario 2 and interacts with an attributor implementing scenario 3 and vice versa.

In all scenarios the attributor is responsible to do the complete accounting.

In all scenarios the actions made automatically either by the message exchange defined in this leaflet or via the accounting defined in *UIC Leaflet 301* are named with **red labels**.

Error handling as described in the timeout scenario and section "Technical scenarios" must be implemented by the systems connected. However as systems might be down or malfunctioning. The involved parties must agree on the using manual alternative scenarios in case of technical errors and must define in which cases an issuer is allowed to bypass the implemented automatic procedure.

2.2.4 - Issuer checks the compensation

In this scenario it is assumed, that the issuer was entitled by the attributor to validate the compensation. The attributor has to accept the decision of the issuer, however he has to check whether the status of the booking and is allowed to refuse compensation if the booking does not exist or was cancelled or compensated before.

In this scenario the manual forms to request delay data from the attributor or carrier might still be needed.

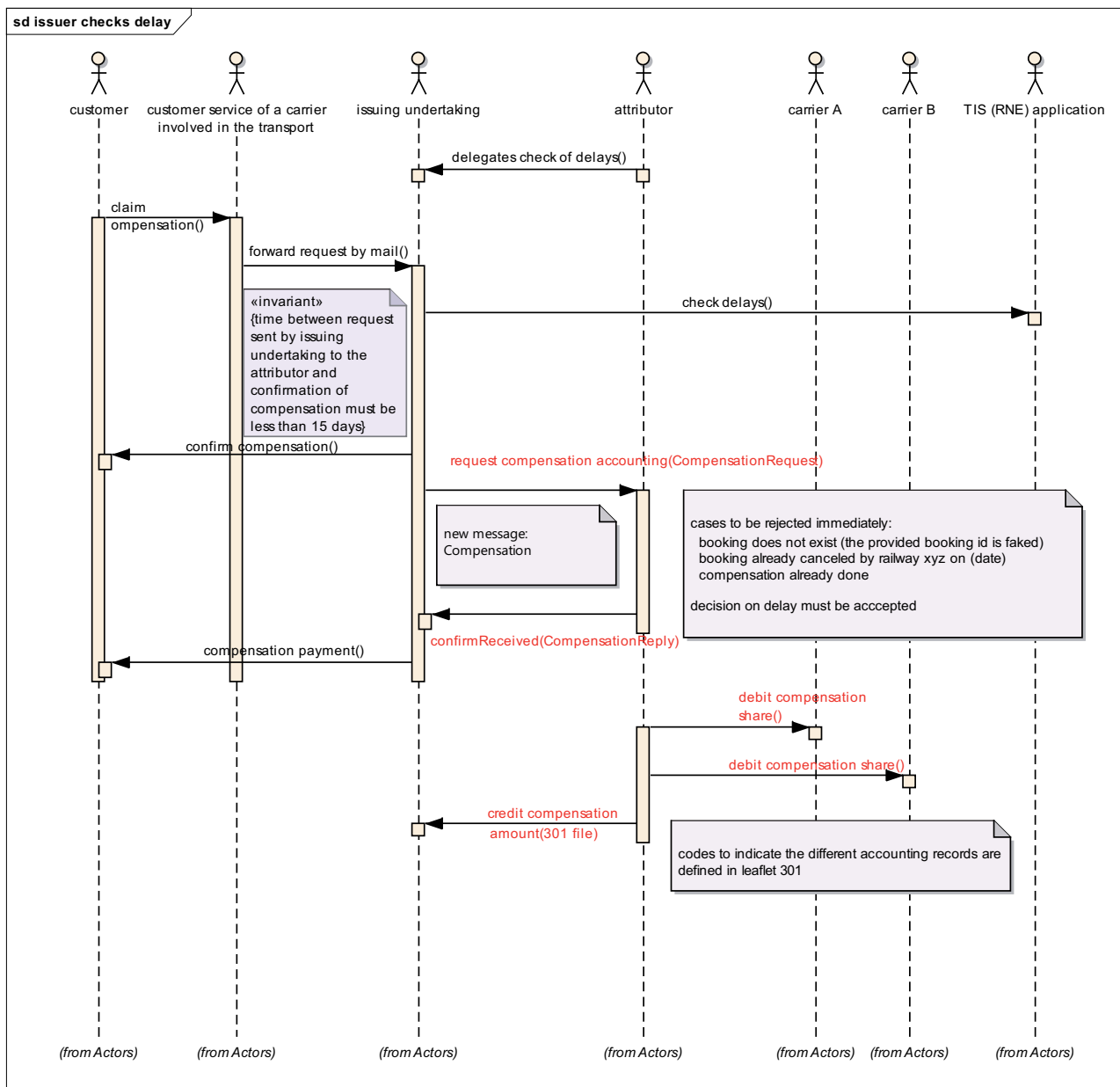


Fig. 2 - Scenario 1 issuer checks compensation

2.2.5 - Attributor checks compensation and issuer request the result

In this scenario the issuer does not check the compensation but forwards the customer request to the attributor. The attributor immediately checks whether the booking exists and was not yet cancelled or compensated.

The attributor checks the delays and makes the accounting of the compensation. The issuer must request the result of the compensation request from the attributor.

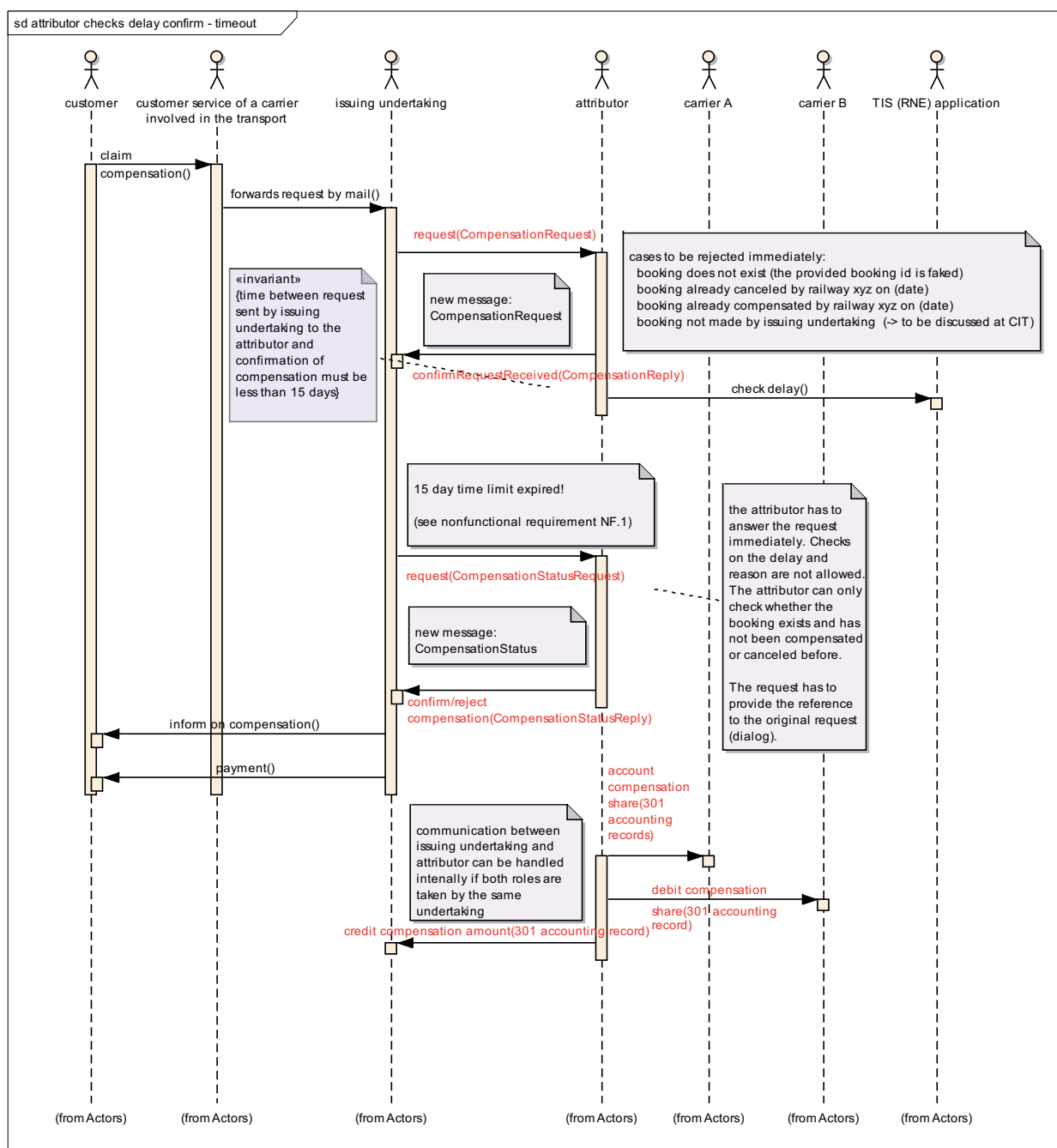


Fig. 3 - Scenario 2 attributor checks compensation - issuer request result

2.2.6 - Attributor checks compensation and informs the issuer

In this scenario the issuer does not check the compensation but forwards the customer request to the attributor. The attributor immediately checks whether the booking exists and was not yet cancelled or compensated.

The attributor checks the delays and makes the accounting of the compensation. The attributor delivers the result to the issuer.

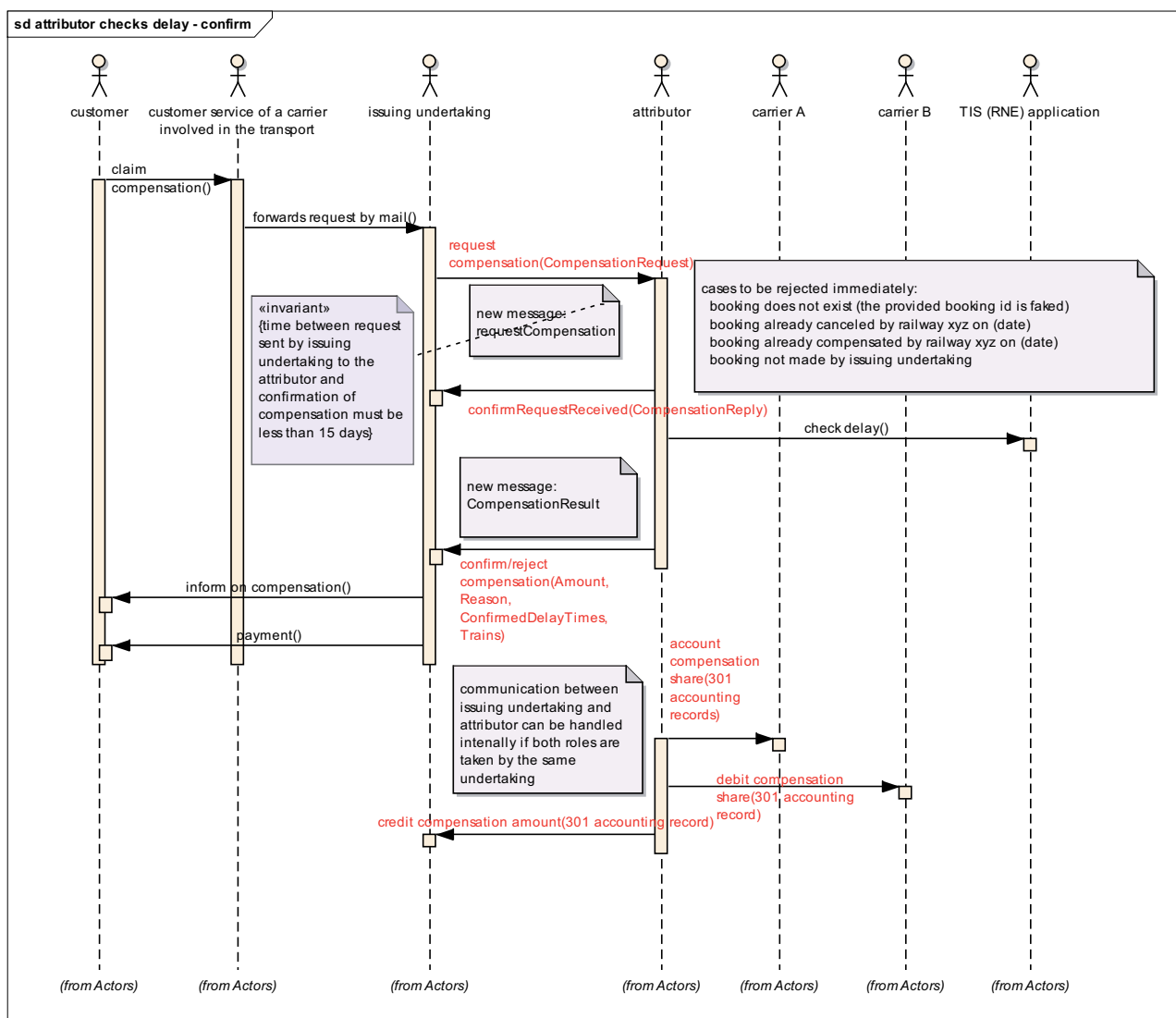


Fig. 4 - Scenario 3 attributor checks compensation - attributor informs issuer