

CAPITA

Travel and Events

# Online rail bookings

A quick guide to booking  
rail online

# Welcome

The rail tool is the online booking tool containing everything you need to book your UK rail journey, simply and quickly.

## Benefits

The rail tool also features travel policy compliance, easy access to single and return fares.

- Easy to use - booking is simple and you can print your own tickets either in the office (depending on your company policy) or collect at selected stations.
- Easy to save money - every ticket price is displayed for you to compare, and our built-in travel policy compliance helps to keep your booking within the guidance of your company travel policy.

## Getting started

To get started, log in to your online travel portal and navigate to your rail booking section.

Click on the link or icon (depending on your company setup), this will then direct you to the first step of the online booking process - planning your rail journey.

### How long will a booking take me?

This can vary depending on the complexity of your booking. Like all new things, they can take a while to get used to, but once you've got the hang of it and with the help from this guide, you should be able to complete a booking in no time at all.

## Browser compatibility

This user guide has been written to assist in the use of the rail tool, your online portal for booking rail travel.

Screen-shots are for illustration purposes and based on an Internet Explorer browser. Other supporting browsers may alter the appearance of their layout.

**Please note:** Internet Explorer 6 is not supported. For optimum experience, please upgrade to Internet Explorer 8 and above or an alternative browser.

# Explaining the menu and features

The rail tool includes many helpful features that have been designed to simplify your booking, making it quick and easy.

## The main menu

### Home

Takes you to the home screen.

### Help

Contains additional help resources.

### Admin

Will only appear if you are setup as an administrator.

### Settings

Contains all information about your own personal settings from display preferences through to preferred seating options.

### Ticketing

Will only appear if you are setup as a ticketer within your organisation.

## Orders

Contains a list of all your previous journeys.

## LogOff

Logs you out of the system. If you want to log back into the rail tool, please do so via your travel portal.

## Shopping basket (if applicable)

This feature works in a similar way to online shopping, simply browse for your journeys and add them to the shopping basket as required. Once complete, you just 'check-out'.

## Messages

This displays all important messages from Capita Travel and Events, but can also contain messages from your corporate travel team.

## What does TOD mean?

A common question we are often asked, it stands for Ticket on Departure, which means you can collect your tickets at most automated collection machines. TOD stations are listed on the TOD Stations download within the assistance tab.

# Step 1: Planning your rail journey

When you are ready to start your booking, complete all the required fields on the first page of the tool.

The default search option setting is for 'return' journeys. If you would like to check for single or an open return journeys, select the respective tab.

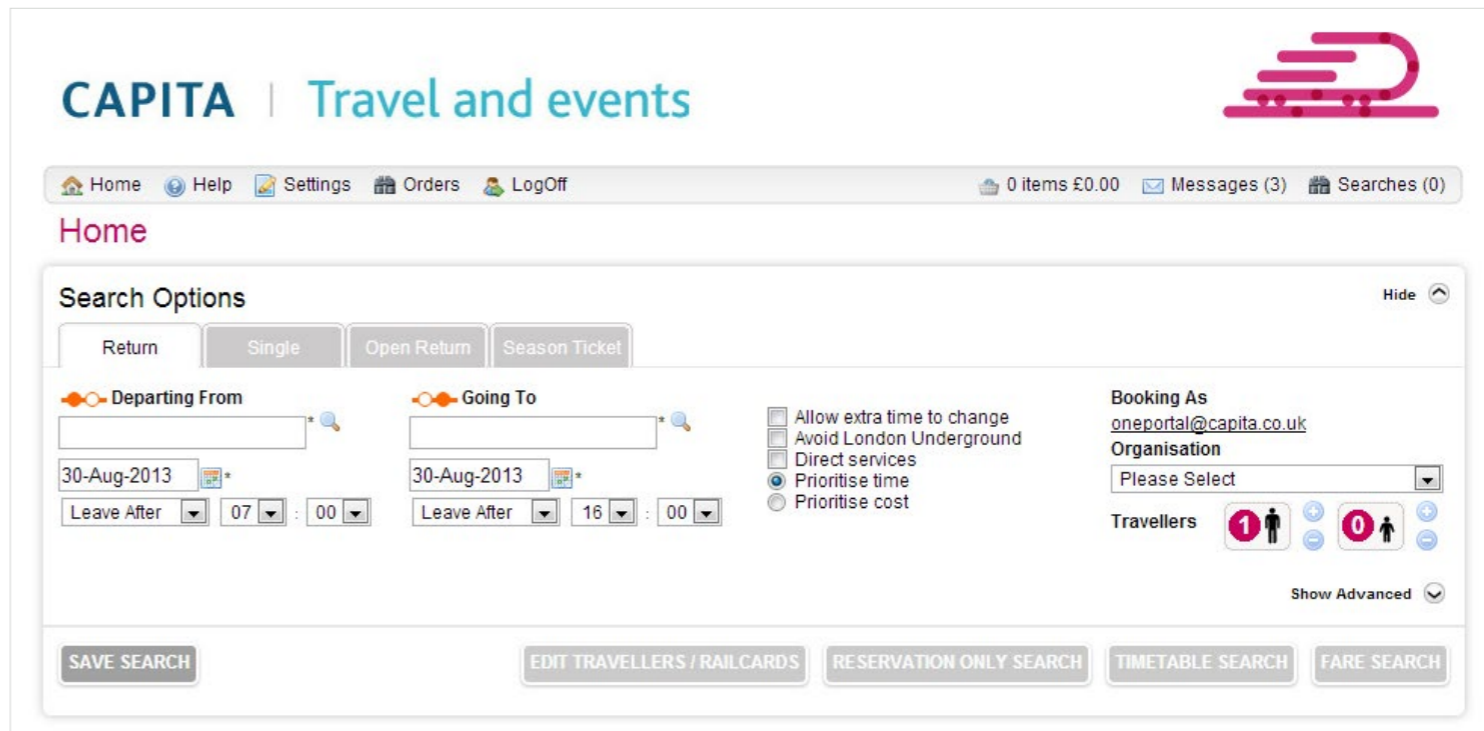
## Booking as

This section will only appear if you have been setup as a travel booker ie. someone who books travel on behalf of someone else. By inputting the email address of the required traveller, the corresponding data will move across on the final confirmation page.

If you require booker status please contact the support team.

## Advanced options

You can fine-tune your search results by opening the 'Advanced' section, such options include; class of travel and stations you wish to change at, or avoid.



The screenshot shows the CAPITA Travel and events website interface. At the top, there is a navigation bar with links for Home, Help, Settings, Orders, and LogOff. The main content area is titled "Home" and features a "Search Options" section. This section includes tabs for "Return", "Single", "Open Return", and "Season Ticket". Below the tabs, there are input fields for "Departing From" and "Going To", both set to "30-Aug-2013". There are also "Leave After" time selectors for both, with the first set to 07:00 and the second to 16:00. To the right of these fields are checkboxes for "Allow extra time to change", "Avoid London Underground", "Direct services", "Prioritise time", and "Prioritise cost". Further right, there is a "Booking As" section with an email address field and a dropdown menu for "Organisation". Below this is a "Travellers" section with a counter showing 1 adult and 0 children. At the bottom of the search options, there are buttons for "SAVE SEARCH", "EDIT TRAVELLERS / RAILCARDS", "RESERVATION ONLY SEARCH", "TIMETABLE SEARCH", and "FARE SEARCH".

## Please note

Types of journey are controlled by your organisations travel policy. Therefore the types of tabs you see may vary.

## Edit travellers / railcards

We now need to know who's travelling and whether any of the travellers hold any types of concessions such as a railcard. To do this, click on 'Edit Travellers/Railcards'.

Complete all the information and use the drop down selection to choose a type of railcard (if applicable).

You can also search for a traveller within your organisation by using the 'Search' field.

Once all your travellers details have been entered, select 'Save' to move on.

Selected Travellers						
Title	First Name	Last Name	Type	Railcard		Lead
<input type="text" value="Mr"/>	<input type="text" value="Dave"/>	<input type="text" value="Smith"/>	Adult	None	<input type="text"/>	<input type="checkbox"/>

Saved Travellers				
Pinned				
Name	Organisation	Unit	Email	
Mr One Portal	Capita Business Travel (TEST)	Capita Business Travel (TEST)	oneportal@capita.co.uk	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Search	
<input type="text" value="Search for"/>	<input type="button" value="SEARCH"/>

## Search types

You now have the option to search your journey by 'Timetable Search' or 'Fare Search', these are explained as follows:

### Timetable search

Displays the train timetable based on your journey criteria.

### Fare search

Displays timetable and fares.

For the purpose of this guide, we will go through the 'Fare Search' option.

Once you have entered all the details about your journey and you're happy, select 'Fare Search'.

# Step 2: Search results

You will be directed to your search options page.

## Selecting a fare

The rail tool will automatically recommend the lowest price fare based on your search criteria, this is shown under 'Suggested fare'. Depending on your travel policy you may have certain restrictions in place which will depict what options are available, such as standard class only.

## Viewing a journey

To view more information about a particular fare or journey, just click the fare fee.

## Checklist

As you proceed through the booking process, there is a small checklist at the bottom ticking off required information. Your travel policy may require a reason for travel, this will be indicated in the checklist if so.

The screenshot displays a 'Search Options' page for a rail journey from London St Pancras to Leicester. It features several sections:


- Suggested Fare:** £50.00 (with a 'SELECT' button).
- First Class Fare:** £73.00 (with a 'SELECT' button).
- Outbound Journey:** LONDON ST PANCRAS to LEICESTER on Monday, 2nd September. It lists five departure times: 07:00, 07:25, 07:30, 07:55, and 08:15. Each entry includes arrival time, journey duration, changes, CO2 emissions, and weight.
- Inbound Journey:** LEICESTER to LONDON ST PANCRAS on Monday, 2nd September. It lists five departure times: 16:25, 16:33, 16:53, 16:57, and 17:25. Each entry includes arrival time, journey duration, changes, CO2 emissions, and weight.
- Return Fares:** A table with two columns for 'Select an outbound train by clicking in one of the fare boxes below' and 'Select an inbound train by clicking in one of the boxes below'. It lists 'Standard Anytime' and 'First Anytime' fares for both directions.
- Dual Single Fares:** A table listing various fare types like 'Standard Advance', 'Standard Off Peak', 'Standard Anytime', 'First Advance', and 'First Anytime' with their respective prices for both directions.
- Checklist:** A list of items to be ticked off: 'Outbound journey selected', 'Inbound journey selected', 'Cheapest fare selected', and 'Traveller names complete'. The first three are marked with red circles, and the last one is marked with a green circle.
- Fare:** A field showing '£0.00'.

### Please note

On selecting a return fare, you will be required to select an empty field within the same line under the inbound section in order to proceed with your booking.

## Built in assistance

The rail tool has built-in help sections to assist you throughout your booking process. If you require additional information about any particular section; ticket type, journey details, fare breakdowns then click any of the help icons to read more.

-  More information is available whenever you see this icon. To read the information simply click the icon.

### Important

Read and take note of the restrictions of your ticket (if any). If you are unsure on the ticket type, click on the ticket details, this will open a new window containing all you need to know about that particular ticket type.

## Seat reservations and preference

If you would like to reserve your seats you can do so by selecting 'Reserve Seats', this will open a new page to allow you to select your seating requirements.

The preferences will automatically default to your personal settings (if you've set them up).

You can amend your default seating requirements within the 'Settings' tab and save them for future bookings.

## Add to basket

Select the journey(s) you require and select 'Add to Basket' (if your company is setup with this option). Once you do this you will be directed to your 'Basket' which will contain your new journey along with any other journey's you are in the process of booking.

### Please note

Adding the journey to your basket doesn't complete your booking. To complete your booking you must select 'Checkout' within your basket and follow the on-screen instructions until your booking is confirmed.

# Step 3: Completing your booking

To confirm your rail booking(s), go to your 'Basket'. The amount of journeys contained within here is dependant on how many bookings you have added to your basket if you need to add more journeys, select 'continue shopping' and repeat the process.

**Basket** You have until 18:31 to confirm this order

LONDON ST PANCRAS to LEICESTER for 1 Adult £50.00

**Checklist**

- Custom fields complete
- Select Unit

**Order item costs** £50.00

CONTINUE SHOPPING EDIT CUSTOM FIELDS SELECT UNIT CHECKOUT

## Please note

Depending on your company setup will determine whether you have the 'Shopping basket' feature enabled. If you don't, then you will continue with your booking as normal.

## Checkout

To confirm your booking(s) select 'Checkout'. If you have not completed some of the required fields during your booking process then you will be prompted at this point.

## Edit custom fields

If your checklist requires you to complete custom fields before proceeding, you can do this by clicking 'Edit Custom Fields'. This will open a new window with the information the system requires in accordance to your travel policy, this could be things like cost centre or project code.



# Step 4: Ticket delivery method

The next stage of the checkout procedure is to select the delivery method of your tickets. Depending on your company setup, you may have a few options including; 1st class post, standard class post, TOD, Kiosk or self print.

Select your preferred delivery method and select 'Buy now'.

### Delivery Method

Please select a delivery method. The method chosen will apply to all items in this order

**Fulfillment Restrictions**  
Self Print is not available because order item 1 is not valid for Self Print.

Hide delivery methods ^

<b>1st Class Post</b> This delivery method is available for journeys booked for travel after 11:00 on 04/09/2013. Fee £7.30	<b>Kiosk</b> This delivery method is available for journeys booked for travel on or after today Ticket Queue: Shared Kiosk Queue Fee £2.80 <input type="button" value="Select"/>
<b>ToD</b> This delivery method is available for journeys booked for travel on or after today Ticket Queue: Shared ToD Queue Fee £5.40 <input type="button" value="Select"/>	<b>Standard Class Post</b> This delivery method is available for journeys booked for travel after 14:00 on 04/09/2013. Fee £2.88
<b>Self Print</b> This delivery method is available for journeys booked for travel on or after today.	

## Ticket on Departure (TOD)

If you would like to collect your tickets at the station via a fast ticket machine, then select this option and follow the on screen instructions about where to collect your ticket(s) from.

Alternatively in some instances you can have your own ticket printer installed in your office, if you have one of these then select 'Kiosk'.

### Please note

Delivery options will vary depending on your company setup. To view all options available to you click on 'Show delivery methods'.

Some options might not be available due to time restrictions.

## Payment (if applicable)

Depending on your company setup and travel policy, you may be required to complete your booking via credit card. Please follow the on-screen instructions to complete your booking as required by your travel policy.

## Terms and conditions

In order to complete your booking you must accept the terms and conditions.

## Booking confirmation

The confirmation page will show all the details of your booking. It's worth keeping this handy so select 'View printable version' and print a copy of the page.

## Ticket on Departure (TOD) reference

If you have selected TOD, your collection reference can be found at the top of your confirmation. This is not the same as your order reference.

**Confirmation - Order Reference : 26055551**

**Ticket On Departure Collection**

**NEWPORT (S. WALES) to LONDON PADDINGTON** Your Ticket on Departure Collection Reference is: **WF79CJ58**

Ticket on Departure: Your tickets can be collected from NEWPORT (S. WALES) using the Ticket Collection Reference above.  
Please take your printable confirmation (or your confirmation email) with you.  
To collect your tickets insert any credit/debit card into a Ticket Machine and enter your Ticket Collection Reference.  
If you have problems with ToD collection, please go to a manned ticket window with your booking confirmation. If they are unable to assist, please call the ToD helpdesk on 0871 521 9843. Please note, the ToD helpdesk is not able to provide any assistance with rebooking, cancellation or train times, enquiries such as these must be directed to your Travel Management Company. Station opening hours can be checked at <http://www.nationalrail.co.uk/>  
Please allow at least 20 minutes for ticket collection at stations.  
Please ensure that you have collected all of the tickets for your journey from the Ticket Machine or Window.

**Order Summary**

Order Reference:	26055551	Order Date:	28 Aug 2013 13:11
Order Status:	Ticketing	Delivery Method:	Ticket on Departure (ToD)
Booker:		Ticket Queue:	Ticket on Departure
Booking Agency:	Capita Travel and Events	Agent Reference:	EX10402
Account:	HC001 - Account		

**Order Item 1 - NEWPORT (S. WALES) to LONDON PADDINGTON Single**

Order Item Reference: 26365625 Status : To be collected  
Ticket Collection Reference : **WF79CJ58**  
Ticket On Departure: Your tickets can be collected from NEWPORT (S. WALES) using the ticket collection reference above.

**Traveller Details**

# Ticketing

If you have selected any ticket fulfilment methods other than TOD, Kiosk or have an allocated on-site printer, then these bookings will be sent to Capita Travel and Events for fulfilment.

Tickets will be delivered to the address of the organisation as defined within the profile of the booker. If an alternative delivery address is required please make sure this is updated during the booking process.

All bookings will be ticketed within 24 hours.

# Refunds

If you don't use your tickets, please ensure you return them to us within 28 days of expiry.

Credit notes will not be issued without receipt of the unused documents. TOD tickets are refunded automatically if not collected.

Capita Travel and Events  
F.A.O Rail Fulfilment Team  
Meridian Court  
18 Stanier Way  
Wyvern Business Park  
Derby  
DE21 6BF

## Please note

Not all ticket types are refundable.

Refunds can take up to eight weeks to be credited, subject to approval by the rail refund service.

# Get in touch

Whilst there are online help points throughout the rail tool, we understand that it's often easier to speak to us.

You can call our online support team using your dedicated telephone number and/or email address which can be found under the 'contact us' page in the tool.

To find out more, please contact a member of the team or visit:  
[www.capitatravelandevents.co.uk](http://www.capitatravelandevents.co.uk)

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