



Table of Contents

1.	Introduction	3
1.1	What are eTickets?	3
1.2	What are the benefits of an eTicket?.....	3
1.3	How do I use an eTicket?	3
2.	The eTicket pdf.....	4
2.1	Header section	4
2.2	Itinerary Section.....	4
2.3	Ticket Details Section	4
3.	Making an eTicket Booking via the Website.....	5
3.1	Select a ticket that can be fulfilled via eTicket.....	5
3.2	Choose the eTicket Delivery Option	6
3.3	Enter Delivery Details.....	7
3.4	eTicket Confirmation Page.....	8
4.	The eTicket Confirmation Email.....	9
5.	Making an eTicket Booking via the Evolvi Mobile App	11
5.1	Select a ticket that can be fulfilled via eTicket.....	11
5.2	Choose the eTicket Delivery Option	12
5.3	Enter Delivery Details.....	13
6.	Accessing Your eTicket for Use	14
6.1	Via Links:	14
6.2	Via the Evolvi Mobile App.....	14
7.	Viewing eTickets in the Evolvi Mobile App	15
7.1	Locate Your Ticket.....	15
7.2	View Your eTicket	16
7.2.1	Single Tickets.....	16
7.2.2	Return Tickets	17
7.3	Access Journey Information Including Realtime Data	18
7.4	Download pdf or PKPass Files	19
7.4.1	Saving the pdf File.....	19
7.4.2	Adding the ticket to your iOS (or compatible) Wallet.....	20
7.4.3	Notifications.....	20

1. Introduction

1.1 What are eTickets?

An eTicket is a new means of digital ticketing which incorporates the standard rail industry barcode.

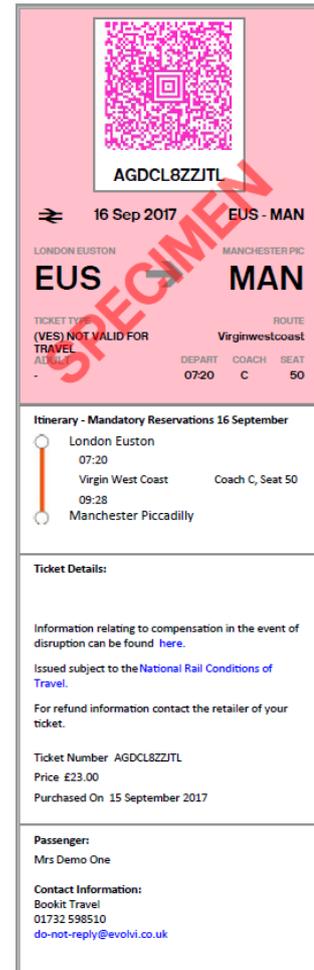
eTickets are a flexible ticketing option as they are fulfilled as both pdf documents and PKPass files.

- The pdf documents can be
 - printed on plain paper using a standard laser printer
 - viewed and saved as a pdf on a mobile device
 - viewed and used from within the Evolvi Mobile App
- The PKPass files can be added to an iPhone (or compatible Android) mobile wallet

1.2 What are the benefits of an eTicket?

The key benefit of an eTicket is ease of use. More specifically:

- in contrast to mTickets (or 'mobile tickets'), they are ready to use immediately, and do not need to be activated.
- once downloaded and stored on your phone, you do not need an internet connection to access your ticket.
- there is no need to queue to collect tickets at the station
- eTickets are fully transferrable from one phone to another



1.3 How do I use an eTicket?

Barcode scanners have been added to the gates at a number of stations, and the rollout continues.

To pass through a gate simply place the barcode face down against the glass of the scanner. This can be directly from your phone, or from an eTicket printed on paper.

Tickets will also be scanned by hand-held devices during your journey.

Once a ticket has been scanned at a gate, a second scan will be rejected – just like a normal orange credit card size ticket would be if fed through the barrier a second time.

The barcode is scanned by holding it over the glass panel.



Example of a gate with a barcode scanner

2. The eTicket pdf

The image on this page shows an example of a specimen eTicket, which is comprised of 3 sections. Note that this specimen eTicket is shown in pink, but a valid ticket will have a black and white barcode and the header section will have a grey background.

2.1 Header section

This section is the main part of the eTicket and contains the barcode and the journey details.

2.2 Itinerary Section

This section contains the details of each leg of the journey, including any seat reservation details.

2.3 Ticket Details Section

This section contains specific details about the type of ticket including the ticket price, traveller name and TMC contact details.

AGDRD7L2HQB

27 Mar 2018 **MAN - EUS**

MANCHESTER PIC LONDON EUSTON

MAN → **EUS**

TICKET TYPE: (VES) NOT VALID FOR TRAVEL ROUTE: Virginwestcoast

ADULT DEPART: 10:55 COACH: B SEAT: 39

Itinerary - Mandatory Reservations 27 March

- Manchester Piccadilly 10:55
- Virgin West Coast Coach B, Seat 39
- 13:02
- London Euston

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 AGDRD7L2HQB
 Price £23.00
 Purchased on 23 January 2018

Passenger:
 Mr Test Traveller

Contact Information:
 Bookit Travel
 01732 598510
do-not-reply@evolvi.co.uk

3. Making an eTicket Booking via the Website

3.1 Select a ticket that can be fulfilled via eTicket

The fulfilment options available for a ticket are indicated by the icons in the ticket information section of a selected fare.



A white e on a black background indicates that the ticket **can** be fulfilled via eTicket.



A black e on a white background indicates that the ticket **cannot** be fulfilled via eTicket.

The presence of either of these icons indicates that an eTicket delivery option is configured and available to you.

The example below shows a ticket which **can** be fulfilled as an eTicket.

Journey Search

Search Options Show more

Suggested Fare
£111.00
[SELECT](#)

First Class Fare
£143.00
[SELECT](#)

Outbound
MAR 27 TUE
Manchester (any) to London (any)
1 Adult, 0 Children

Inbound
MAR 27 TUE
London (any) to Manchester (any)

EARLIER					LATER				
Departs: 10:15	Departs: 10:35	Departs: 10:55	Departs: 11:15	Departs: 11:35	Departs: 16:00	Departs: 16:20	Departs: 16:40	Departs: 17:00	Departs: 17:20
Arrives: 12:20	Arrives: 12:40	Arrives: 13:02	Arrives: 13:20	Arrives: 13:40	Arrives: 18:04	Arrives: 18:28	Arrives: 18:46	Arrives: 19:04	Arrives: 19:28
2h 5m Changes: 0	2h 5m Changes: 0	2h 7m Changes: 0	2h 5m Changes: 0	2h 5m Changes: 0	2h 4m Changes: 0	2h 8m Changes: 0	2h 6m Changes: 0	2h 4m Changes: 0	2h 8m Changes: 0
CO ₂ : 13.93Kg	CO ₂ : 13.93Kg	CO ₂ : 14.23Kg	CO ₂ : 13.93Kg	CO ₂ : 14.23Kg	CO ₂ : 13.93Kg	CO ₂ : 13.93Kg			

Return Fares

Select an outbound train by clicking in one of the fare boxes below

Standard Anytime	£338.00	£338.00	£338.00	£338.00	£338.00
Standard Promotion	£600.00	£600.00	£600.00	£600.00	£600.00
First Anytime					
Anytime Return (1st Class)	£484.00	£484.00	£484.00	£484.00	£484.00

Select an inbound train by clicking in one of the boxes below

Dual Single Fares

Standard Advance

Advance Single	£23.00	£23.00	£23.00	£23.00	£23.00
----------------	--------	--------	--------	--------	--------

Standard Advance Single

Route: Only valid on booked Virgin Trains West Coast services. (00474)

Reservations: Seats mandatory

Fulfillment: Standard printing available; Kiosk available; Ticket on Departure available; Self-Print available; mTicket available; eTicket available

For full fare and journey information click on the icons below:

[Ticket Details](#) [Fare Breakdown \(VES\)](#) [Fare Validity \(VR\)](#)

Advance Single	£24.00	£24.00	£24.00	£24.00	£24.00
----------------	--------	--------	--------	--------	--------



3.2 Choose the eTicket Delivery Option

Once you have added a ticket with eTicket fulfilment available to the basket, continue to Checkout. On the Delivery Method page, select an eTicket delivery method. The exact name of the delivery method and queue will vary by organisation:

Delivery Method

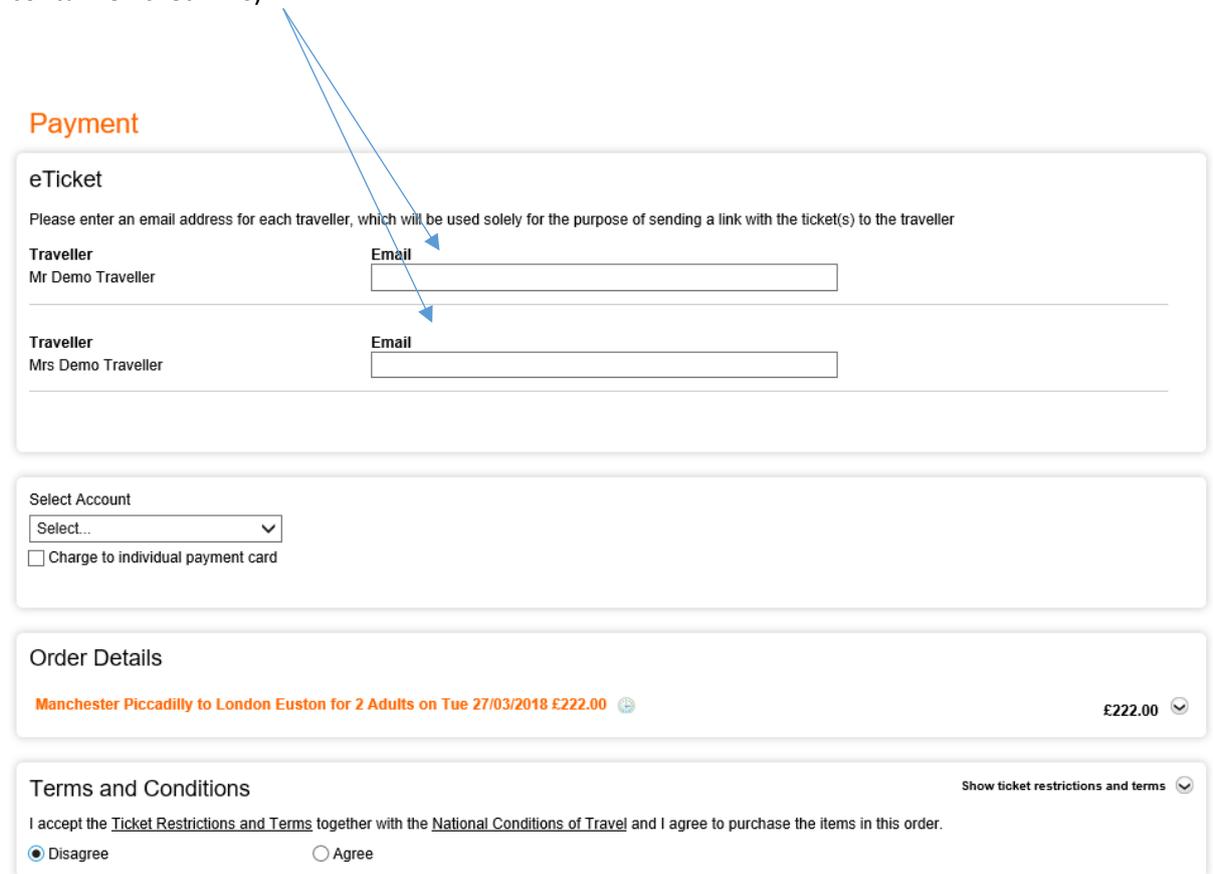
Please select a delivery method. The method chosen will apply to all items in this order

Hand Delivery Target delivery date: Fri 26 Jan 2018 Ticket Queue: Local Print <input type="button" value="Select"/>	Ticket on Departure Ticket Queue: ToD <input type="button" value="Select"/>
1st Class Post This delivery method is available for journeys booked for travel after 12:00 on 31/01/2018. Target delivery date: Wed 31 Jan 2018 Ticket Queue: Standard 1st Class Post <input type="button" value="Select"/>	Self Print Ticket Queue: Print at Home <input type="button" value="Select"/>
Mobile Ticketing Ticket Queue: Mobile Tickets <input type="button" value="Select"/>	eTicket Demo Ticket Queue: Demo eTicket Queue <input checked="" type="button" value="Select"/>

3.3 Enter Delivery Details

On the Payment page, enter delivery email addresses for each traveller. This is required because individual eTicket confirmation emails will be sent to each traveller containing links to their eTickets.

These individual emails are sent in addition to any normal confirmation emails (which do not contain eTicket links).



Payment

eTicket
Please enter an email address for each traveller, which will be used solely for the purpose of sending a link with the ticket(s) to the traveller

Traveller	Email
Mr Demo Traveller	<input type="text"/>
Mrs Demo Traveller	<input type="text"/>

Select Account

 Charge to individual payment card

Order Details
Manchester Piccadilly to London Euston for 2 Adults on Tue 27/03/2018 £222.00
£222.00

Terms and Conditions
I accept the [Ticket Restrictions and Terms](#) together with the [National Conditions of Travel](#) and I agree to purchase the items in this order.
 Disagree Agree

3.4 eTicket Confirmation Page

Once your booking has been confirmed, your eTicket can be accessed immediately from the Confirmation page, or from your individual eTicket confirmation email.

Key points:

- A link is provided for each ticket for each traveller (so when a pair of single tickets is purchased for a return journey, each traveller will get 2 eTicket pdfs)
- Only pdf links are provided on the confirmation page

Clicking on the link in the confirmation page will open up the pdf file. The pdf file can then be printed, saved or emailed as required.

Confirmation - **Order Reference : 666355**

eTickets

Manchester Piccadilly to London Euston

eTickets can either be printed or shown on a mobile device (note that for a return journey, two separate eTickets will be generated).

If using a mobile device please ensure that it has sufficient charge for your entire journey or that you have a charger, as eTickets have to be scanned upon entry/exit and checked by rail staff.

Alternatively contact us for details of the Mobile App, which can be used to retrieve and display your eTicket(s).

Order Summary

Order Reference:	666355	Order Date:	23 Jan 2018 14:30
Order Status:	Ticketed	Booker:	dawnb@evolvi.co.uk
Booking Agency:	Bookit Travel	Delivery Method:	eTicket Demo
Booking Client:	M and U Security	Ticket Queue:	Demo eTicket Queue
Account:	000003MAR1 - MARITIME	Agent Reference:	DLB

Order Item 1 - Manchester Piccadilly to London Euston Return

Order Item Reference: 1063192 Status : Ticketed

All tickets have been issued for this order item

Tickets

From Manchester Piccadilly to London Euston

Class: Standard Route Restriction: Only valid on booked Virgin Trains West Coast services. Ticket: Standard Advance Single

From London Euston to Manchester Piccadilly

Class: Standard Route Restriction: Only valid on booked Virgin Trains West Coast services. Ticket: Standard Advance Single

Traveller Details

Name	Type	Fare
Mr Test Traveller	Adult	£23.00
Mr Test Traveller	Adult	£88.00
Mrs Test Traveller	Adult	£23.00
Mrs Test Traveller	Adult	£88.00

eTicket Details

Name	Journey	Email Address	eTicket Number	PDF Ticket Download
Mr Test Traveller	Manchester Piccadilly to London Euston	test@evolvi.co.uk	AGDRD7L2HQB	Download
Mrs Test Traveller	Manchester Piccadilly to London Euston	test@evolvi.co.uk	AGDRD7L2HQD	Download
Mr Test Traveller	London Euston to Manchester Piccadilly	test@evolvi.co.uk	AGDRD7L2HQF	Download
Mrs Test Traveller	London Euston to Manchester Piccadilly	test@evolvi.co.uk	AGDRD7L2HQH	Download

4. The eTicket Confirmation Email

Individual eTicket confirmation emails are sent directly to each traveller. The example below shows the eTicket confirmation email sent to one of two travellers in the booking, Mrs Test Traveller.

From: do-not-reply@evolvi.co.uk [mailto:do-not-reply@evolvi.co.uk]
 Sent: 23 January 2018 2:31 PM
 To: Evolvi Test <Test@evolvi.co.uk>
 Subject: Bookit Travel eTicket Confirmation Order Ref 666355

Dear Mrs Test Traveller,

The following eTicket order has been confirmed.

eTickets can either be printed or shown on a mobile device. To display or print a ticket, click on the corresponding PDF link below - note that for a return journey, two separate eTickets will be generated.

If you want to save your ticket in your mobile device wallet, please click on the wallet (PKPASS) link below from a compatible device. Alternatively, contact your Travel Management Company (details below) for details of the mobile app which can be used to view all your train tickets.

If you are using a mobile device, please ensure that it has sufficient charge for the entire journey or that you have a charger, as eTickets have to be scanned upon entry/exit and checked by rail staff.

Order Ref: 666355
 Order Date: 23 Jan 2018 14:30

 Order Item Ref: 1063192
 Manchester Piccadilly to London Euston (return journey)
 Order Item Cost: £222.75

No. of passengers: 2
 Mr Test Traveller (Adult)
 Mrs Test Traveller (Adult)

OUTBOUND
 Date of travel: 27 Mar 2018
 Ticket type: Standard Advance Single
 Route: Only valid on booked Virgin Trains West Coast services.
 Arr Dep
 10:55 Manchester Piccadilly (Reserved: B39, B40)
 Service originates Manchester Piccadilly, final destination London Euston.
 13:02 London Euston

Traveller Name: Mrs Test Traveller

To download the outbound PDF ticket, follow this link:

<https://bookit.evolviuat.co.uk/eTicket.aspx?couponid=C8A5DDD9-947E-467C-AFC7-B8AB2DDD6EC5&format=PDF>

To add the outbound ticket to your mobile wallet, follow this link:

<https://bookit.evolviuat.co.uk/eTicket.aspx?couponid=C8A5DDD9-947E-467C-AFC7-B8AB2DDD6EC5&format=PKPASS>

If you are a registered user log into the Evolvi Mobile app using your Evolvi login credentials and your travel agent's name bookit.

Alternatively, you can view your eTicket by logging in using:

test@evolvi.co.uk

Your eTicket Number: AGDRD7L2HQD

Your travel agent's name: bookit

RETURN

Date of travel: 27 Mar 2018

Ticket type: Standard Advance Single

Route: Only valid on booked Virgin Trains West Coast services.

Arr Dep

16:20 London Euston (Reserved: B39, B40)

Service originates London Euston, final destination Manchester Piccadilly.

18:28 Manchester Piccadilly

Traveller Name: Mrs Test Traveller

To download the inbound PDF ticket, follow this link:

<https://bookit.evolviuat.co.uk/eTicket.aspx?couponguid=CD7AE7CC-7589-40C2-A134-8AB1F6CD88E7&format=PDF>

To add the inbound ticket to your mobile wallet, follow this link:

<https://bookit.evolviuat.co.uk/eTicket.aspx?couponguid=CD7AE7CC-7589-40C2-A134-8AB1F6CD88E7&format=PKPASS>

If you are a registered user log into the Evolvi Mobile app using your Evolvi login credentials and your travel agent's name bookit.

Alternatively, you can view your eTicket by logging in using:

test@evolvi.co.uk

Your eTicket Number: AGDRD7L2HQH

Your travel agent's name: bookit

For full terms and conditions of travel, please refer to the National Conditions of Travel on the National Rail Website at

<http://www.nationalrail.co.uk/NRCOT>

NOT VALID FOR TRAVEL

This email has been generated automatically by the UserTest2 system. If you have any queries, please contact Bookit on 01732 598510 or email do-not-reply@evolvi.co.uk

Best regards,

Note that the pdf and PKPass links are not included in the booking confirmation emails sent to the booker or other designated recipient.

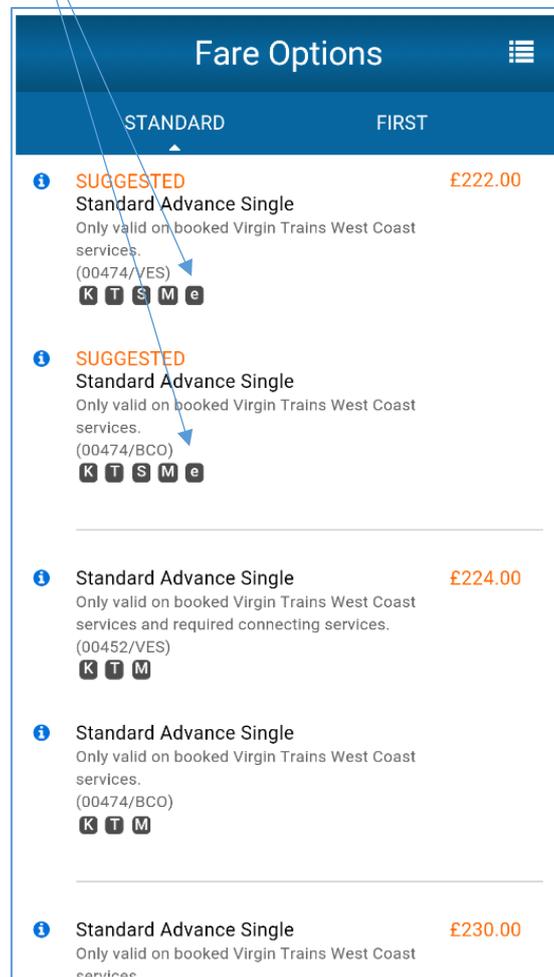
5. Making an eTicket Booking via the Evolvi Mobile App

5.1 Select a ticket that can be fulfilled via eTicket

Having selected your trains, the app will show you which ticket types are available for your chosen journey.

The fulfilment options for each ticket are indicated by the icons in the ticket information section of each fare.

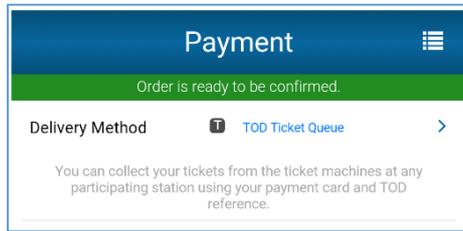
The presence of the  icon against a fare indicates that an eTicket delivery option is configured and available to you for this ticket.



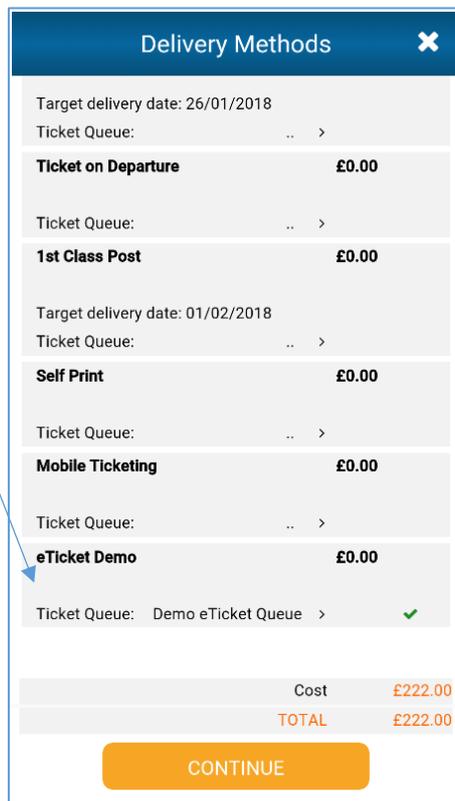
5.2 Choose the eTicket Delivery Option

On the Payment page, your default delivery method will be pre-selected:

In the example below the user's default delivery method is ToD.



Tap on the Delivery Method > icon to progress to the Delivery Methods page, and select an eTicket delivery method. The exact name of the delivery method and queue will vary by organisation:



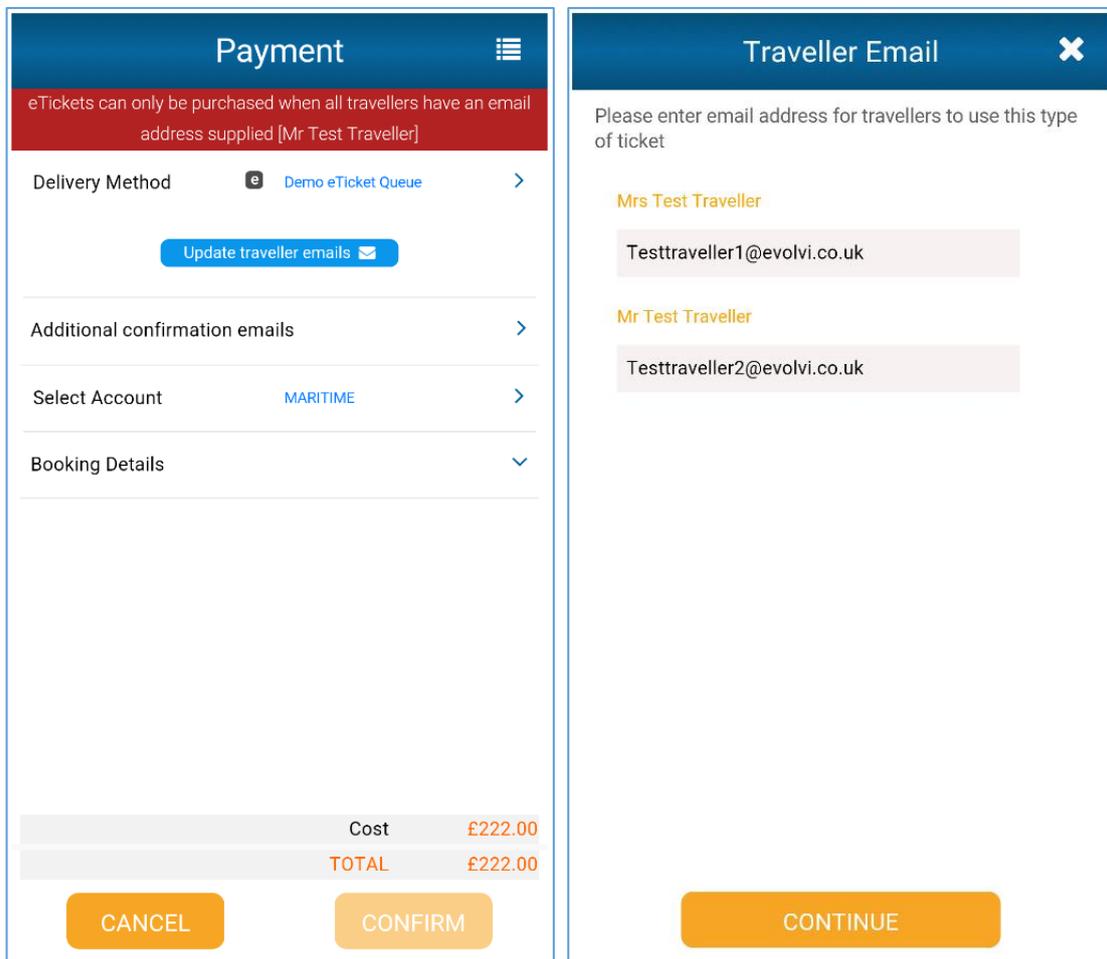
5.3 Enter Delivery Details

Individual email addresses are required for each traveller so that individual confirmation emails can be sent to each traveller with links to their individual eTickets. These individual emails are sent in addition to any normal booking confirmation emails (which do not contain eTicket links).

On the Payment page, a prompt will be shown when eTicket email addresses have not yet been entered for each traveller.

Tap  to progress to the Traveller Email page and enter the email addresses as appropriate.

Once this information is complete the booking can be confirmed. Your eTicket can be viewed and used immediately from the My Tickets section of the App (refer to section 7).



6. Accessing Your eTicket for Use

eTickets can be accessed in several ways:

6.1 Via Links:

1. Click on the pdf link on the confirmation page in the website to open the pdf
2. Click on the pdf link in your eTicket confirmation email to open the pdf
3. From a mobile device with an iOS wallet or compatible Android app installed, click on the PKPass link in your confirmation email and add the eTicket to your wallet.

Once you have downloaded a pdf ticket, you can



save it to your device for quick and easy access when it's time to travel



print it

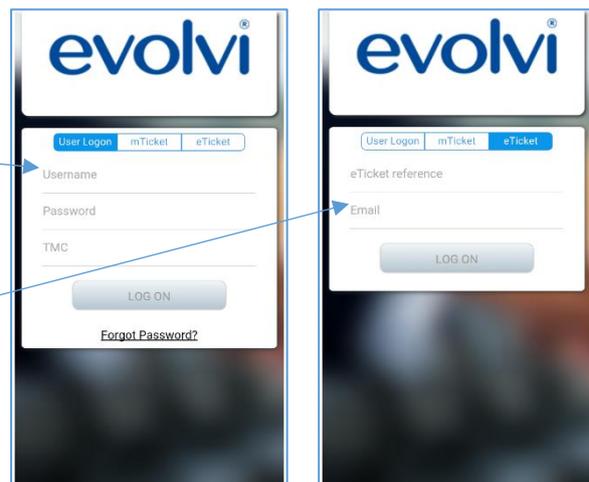


send it to another device or address

Note that you have a separate link for each ticket, and that you may have 2 single tickets for a return journey.

6.2 Via the Evolvi Mobile App

1. Log in to the Evolvi Mobile app with your Evolvi or mobile user credentials to access all your tickets, including eTickets.
2. Log in to the Evolvi Mobile App using the details supplied in your eTicket confirmation email (example extract below)



If you are a registered user log into the Evolvi Mobile app using your Evolvi login credentials and your travel agent's name bookit.

Alternatively, you can view your eTicket by logging in using:

test@evolvi.co.uk

Your eTicket Number: AGDRD7L2HQH

Your travel agent's name: bookit

7. Viewing eTickets in the Evolvi Mobile App

Internet connectivity is required to access your tickets via the Evolvi mobile app. One of the advantages of eTickets is that you can download your eTicket and save it to your phone prior to travel so that it is accessible even without a network connection.

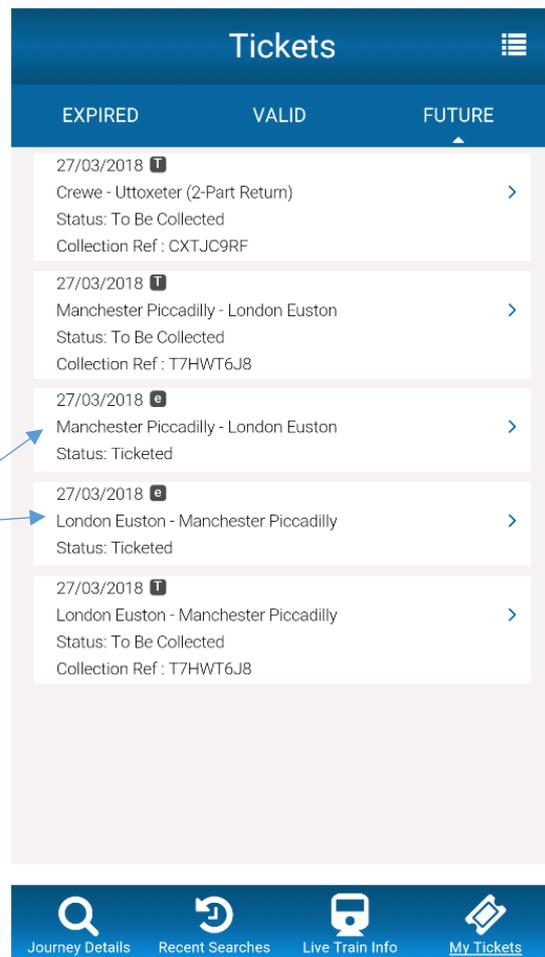
7.1 Locate Your Ticket

Whether an eTicket has been booked via the website or the Evolvi Mobile app, it can be viewed in the Evolvi Mobile App.

Having logged in to the app using an Evolvi or mobile username, or using eTicket details, (see section

6.2), navigate to My Tickets via the  menu icon.

eTickets are identified by the  icon.



7.2 View Your eTicket

Tap on an eTicket item from the list to display the eTicket. The barcode can be scanned at a gate or by a hand-held scanner from this view.

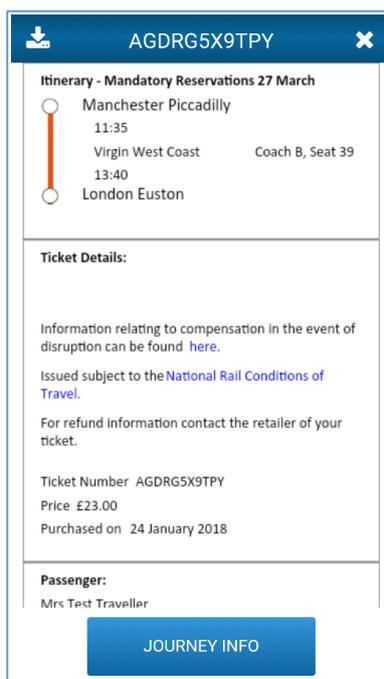
7.2.1 Single Tickets

If you have booked single tickets for a return journey, they will appear as separate tickets in your ticket list. Clicking on a single eTicket will display it as per the example below:



Single eTicket

Scroll to view itinerary and seat information:



7.2.2 Return Tickets

Clicking on a return eTicket in your tickets list will display it as per the example below.

Tap on the **OUTBOUND TICKET** and **INBOUND TICKET** buttons to toggle between your outbound and inbound tickets.



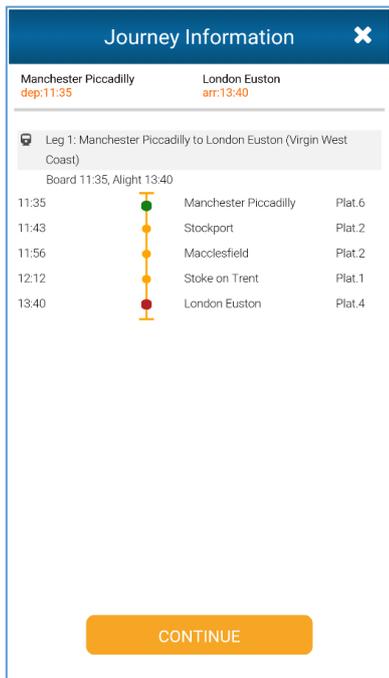
7.3 Access Journey Information Including Realtime Data



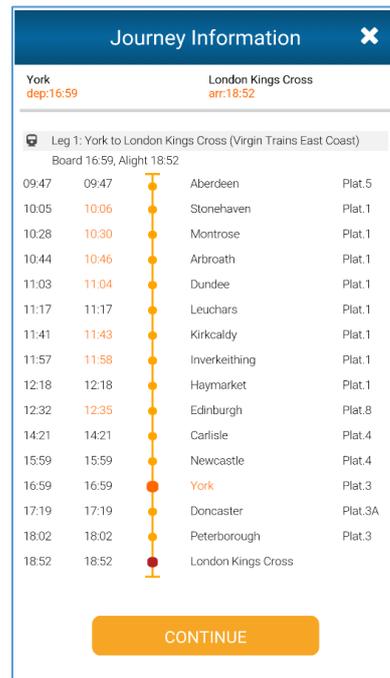
Tap on the **JOURNEY INFO** button to display the route of the train. Your boarding point is highlighted with a green dot, and your alight destination is shown with a red dot.

When looking at this view on the day of travel, you will also see realtime information.

- A pulsing orange dot will show the current location of the train.
- An additional time column will show actual / estimated arrival times, with late times highlighted in orange



Viewing Journey Information ahead of travel



Viewing Journey Information on the day of travel with real time data

7.4 Download pdf or PKPass Files

To download the pdf or PKpass files to your phone, tap the  download icon. This will provide you with options to download the pdf file or to download the PKPass file to add to your wallet application.



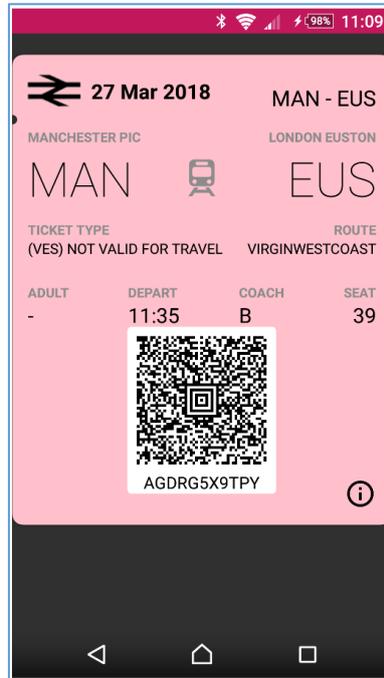
7.4.1 Saving the pdf File

Tap the  download pdf icon to download the file. Once downloaded, the file can be saved to the location of your choice.



7.4.2 Adding the ticket to your iOS (or compatible) Wallet

Tap the  add to wallet icon to download the PKPass file and add it to your iOS (or Android compatible) wallet. The presentation of the eTicket in your wallet will vary depending on your individual wallet application. An example of an eTicket in an Android compatible wallet is shown below.

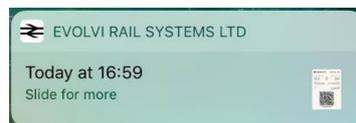
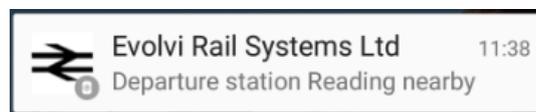


7.4.3 Notifications

If you have added an eTicket to your wallet, and notifications are enabled for your wallet app, you will receive notifications triggered by proximity or travel date.

Having received a notification you will then have immediate access to your eTicket in your wallet for added convenience.

The format and precise behaviour of the notification will depend upon your wallet application, but examples are shown below.



Proximity notifications

Typically you will receive a notification when you are in close proximity of your departure station, regardless of the time or date of travel

Travel date notifications

Typically you will receive a notification close to the departure time regardless of your current location.