

# Online Rail ticketing Guide



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## Introduction

On 30<sup>th</sup> January 2012 TMG will introduce a major upgrade to the Evolvi rail online booking system. This will result in some slight changes to the ticketing portion of the system for client that use the website to issue tickets onsite.

The following guide will go through the ticketing process as well as provide some helpful hints and tips

## Logging In

In order to log into the ticketing application your user ID will need to be set up for ticket printing functionality.

Your user ID will remain unchanged from the previous version and is still accessed from [www.tmgcorporate.com/online\\_booking](http://www.tmgcorporate.com/online_booking) - select 'Login to Evolvi'.

To obtain a new user ID please contact [online@tmguk.com](mailto:online@tmguk.com) / 01926 458041.

## Refunds

Unused ticket should be returned to Travel Management Group by secure postage within one month of issue for refund. Failure to return the ticket within its validity will result in a total loss of ticket value.

Travel Management Group  
Worldfarer House  
Dormer Place  
Leamington Spa  
CV32 5AA

All ticket refunds are less a £10 administration fee levied by the association of train operating companies.

**Lost tickets cannot be refunded.**

## Ticket Stocks

Please keep all ticket stocks secure. Further tickets can be ordered from Travel Management Group.

## Further Assistance

For further information relating to ticket printing functionality or problem solving not covered in this guide please contact [online@tmguk.com](mailto:online@tmguk.com) / 01926 458041.

## Ticketing Home Page

The following section is applicable to Evolvi users who have been provided with access to issue tickets.

From the home page, access the ticketing module



You can also get to the Ticketing module indirectly via the Orders module and from the Confirmation page Print button (when enabled). In both these instances only the selected / current order will be shown.

The Ticketing module is shown below :

### Ticket Printing

Print Tickets
Printed Today
Auto Print
ToD
Kiosk

Queued Orders	Printed Orders
<b>2</b>	<b>2</b>
(4 items)	(2 items)

Order Ref	Status	Items	PAX	Total Coupons	Booker	Delivery Method	Print By
160067	Confirmed	2	2	4	amrit.gill@evolvi.co.uk	Standard	11 Nov 2011 18:00
160071	Confirmed	2	2	4	john.smith@evolvi.co.uk	Standard	11 Nov 2011 18:00

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EvolviPrint  
London printer

Stock Line  
Newbury Data CCST Printer

REFRESH
PRINT
PRINT WITH DELIVERY NOTE
VIEW CONFIRMATION

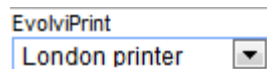
Show Advanced

---

### Order Details

Status	Special Stock	Lead Traveller	Date of Travel																		
- Confirmed	No	Mr Amrit Gill	12 Nov 2011 07:18																		
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Code</th> <th>Coupon</th> <th>Traveller</th> <th>Origin</th> <th>Destination</th> <th>Trans.No.</th> </tr> </thead> <tbody> <tr> <td>CDR</td> <td>Ticket</td> <td>Mr Amrit Gill</td> <td>READING STATIONS</td> <td>SLOUGH</td> <td></td> </tr> <tr> <td>CDR</td> <td>Ticket</td> <td>Mr Amrit Gill</td> <td>SLOUGH</td> <td>READING STATIONS</td> <td></td> </tr> </tbody> </table>				Code	Coupon	Traveller	Origin	Destination	Trans.No.	CDR	Ticket	Mr Amrit Gill	READING STATIONS	SLOUGH		CDR	Ticket	Mr Amrit Gill	SLOUGH	READING STATIONS	
Code	Coupon	Traveller	Origin	Destination	Trans.No.																
CDR	Ticket	Mr Amrit Gill	READING STATIONS	SLOUGH																	
CDR	Ticket	Mr Amrit Gill	SLOUGH	READING STATIONS																	
+ Confirmed	No	Mr Amrit Gill	12 Nov 2011 08:00																		

The screen is split into two parts, the top half showing your orders and the bottom half showing the details of your order.



This dropdown lists all registered EvolviPrint applications that you have previously registered to print your tickets.

Clicking **Show Advanced** will allow you to filter the printable tickets by the following criteria :

Delivery Method <span style="border: 1px solid #ccc; padding: 1px;">Any</span>	Sort By <span style="border: 1px solid #ccc; padding: 1px;">Order Ref (ascending)</span>	<input type="checkbox"/> Only Include Orders I Have Booked <input type="checkbox"/> Exclude Special Stock Orders
Ticket Queue <span style="border: 1px solid #ccc; padding: 1px;">All</span>		

## Printing Tickets

The above screen shot shows the default tab and lists all your orders which are ready for printing. You select an order and the bottom half of the screen will show the details of the order, these being the total number of tickets and the associated travellers and journey information.

You will have an option of clicking the following 4 buttons :

**REFRESH**

Clicking this will refresh the screen, ensuring the list of printable orders is up-to-date.

**PRINT**

Clicking this will print of the tickets for the selected order at the given registered printer.

**PRINT WITH DELIVERY NOTE**

Clicking this will print the tickets, when successfully printed an associated delivery note will also be printed.


**VIEW CONFIRMATION**

Clicking this will allow you to view the original confirmation for the selected order.

On clicking the Print button, the following screen will be displayed, this will reflect the actual tickets that are being printed. The order will be locked until all order items have been successfully printed :

**Printing coupons for order 153796**

Printing coupon.

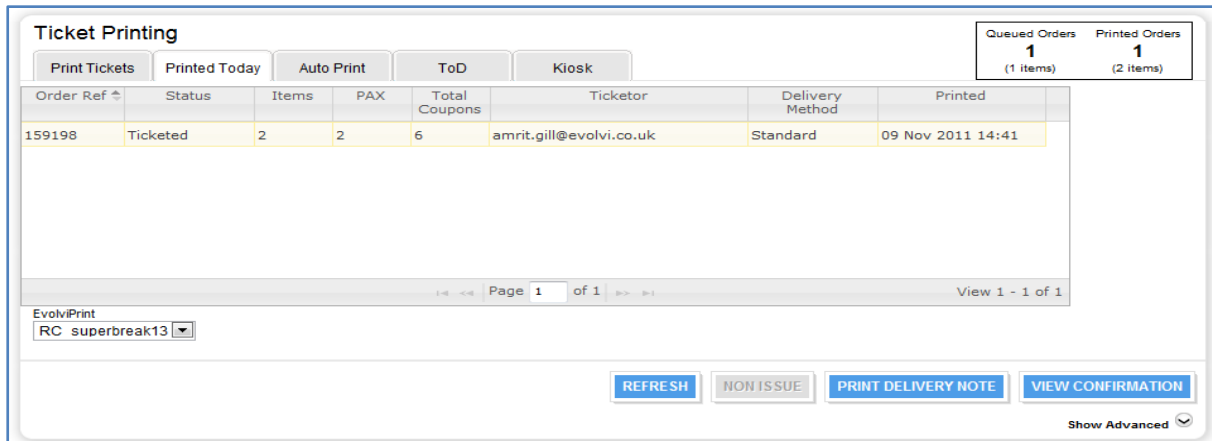
STD	OFF-PEAK DAY R	OUT
	29-OCT-11 00007	0147857930
SLOUGH *	29-OCT-11	£7.40W
READING STATIONS		
		<b>2-PART RETURN</b>
Mr John Smith		

Tickets must be issued from the printer by 1800 on the day of confirmation. Reservations not issued within the 1800 deadline will be automatically cancelled.

### Viewing Tickets Printed / Non-Issue

This tab will show orders that have been printed today, the order details for these will also be available as in the Print Tickets tab.

The buttons available here are the same as the previous tab apart from the **PRINT** button which is replaced with the **NON ISSUE** as shown below:



**Ticket Printing**

Print Tickets | Printed Today | Auto Print | ToD | Kiosk

Queued Orders: 1 (1 Items) | Printed Orders: 1 (2 Items)

Order Ref	Status	Items	PAX	Total Coupons	Ticketor	Delivery Method	Printed
159198	Ticketed	2	2	6	amrit.gill@evolvi.co.uk	Standard	09 Nov 2011 14:41

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EvolviPrint  
RC superbreak13

REFRESH | NON ISSUE | PRINT DELIVERY NOTE | VIEW CONFIRMATION

Show Advanced

Before selecting 'non issue' you must be in possession of all the tickets which make up the journey you are about to 'non-issue'

Evolvi will now prompt you to 'front feed the tickets which need to be 'non issued'. Each coupon should be entered one at a time and in order that they were originally printed.

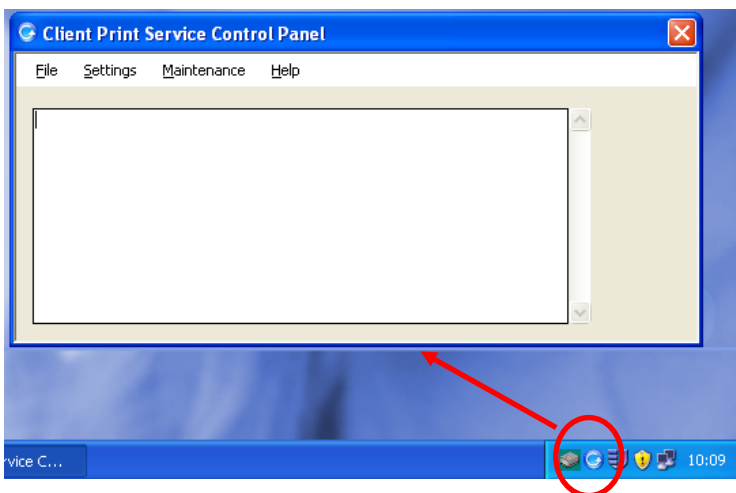
Once the coupons have been 'non issued' please return these with a covering note to TMG.

## Troubleshooting

An Evolvi ticket printer should provide a reliable ticketing facility. However there are occasions where a technical problem may be experienced either with the printer, its' connection to the internet or computer. In order to assist with diagnosing such problems, please consult the following suggested checks.

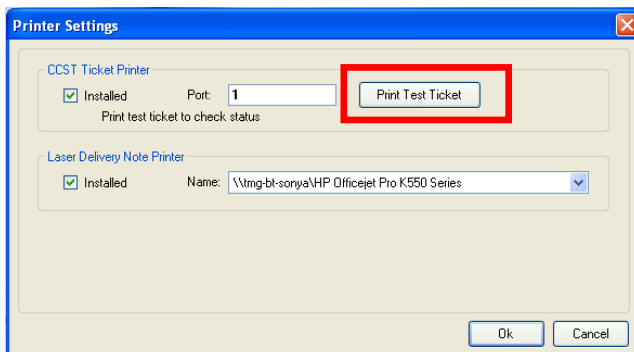
### Tickets not printing

1. Please ensure that the ticket printer is turned on. Two lights will be shown
2. Please ensure that the ticket printer is securely plugged in to both the computer (Com Port) and the back of the printer using the correct port (RS232) – not External Printer Hopper!
3. Check that the 'Client Print Service' software is running:  
In the bottom right of the computer attached to the printer should be a blue icon with white circle – this is the software icon.



If this not running reboot the computer and this should then automatically re-start.

4. If the Client Print Service is running, please open the software by double clicking on the icon as shown above.
5. Print a test ticket by selecting the "Settings" menu from the Client Print Service, then "Printer Settings" This usually re-sets any connection problems which the computer and printer may have had.



### Not all coupons have printed?

Please check for error messages on the Evolvi page and the client print service home page (please see above instructions for opening client print service). Should there be an error message, please note this and then contact TMG

Tickets occasional are misfed and therefore are deposited behind the ticket printer – please check that the missing coupon (s) is not there.

**It should be noted that lost ticket coupons cannot be refunded. Failure to contact TMG on the day of ticket issue to advise of missing coupons will result in the ticket having to be charged in full.**

In some cases TMG can re-set the ticket and enable the ticket to be reprinted. However this must be done on the day of original ticket issue.

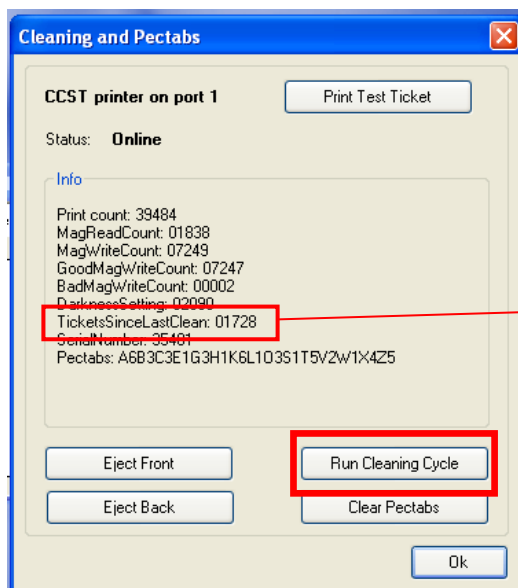
### Printer Requires Cleaning

The printers must be regularly cleaned.

The software will prompt when cleaning is due. In the event of this prompt not being actioned the printer will eventually cease to provide tickets until cleaned.

In order to clean the printer, open the client print service icon.

Select “Maintenance” from the Client Print Service menu, then “Cleaning and Pectabs”.



The number of tickets printed since last cleaned can be viewed.

Select “Run Cleaning Cycle”.

When the machine start’s whirring, please front-feed into the silver section of the printer a special cleaning card. Once this has been run through the printer, it may be worth running the cleaning cycle again if the cleaning card is particularly dirty.