eTicketing conference 2013

Utrecht, The Netherlands
01/02 October 2013

"Next generation, please...!"

Continuous ticketing innovation

Following the success of the 2012 eTicketing conference, UIC and CIT are pleased to announce the repeat event for 2013. Railways continue to respond to customer demands and developments in technology by offering new and innovative eTicketing services. The 2013 event will provide UIC and CIT members with details about developments in the sector and will provide them with the opportunity to influence sector policies in ticketing innovation.

Smart solutions

As for last year, the event will combine presentations from the railway world together with participation in challenging workshops. The formal programme will run from 13:30 on Tuesday 1 October, finishing at 15:30 the next day. The hosts are Dutch Railways NS, who have kindly provided the UIC and CIT with the conference facilities at their Utrecht headquarters.

NS is one of a growing set of UIC members that is making a significant move of their ticketing business to smart cards. This industry transformation will form the basis for the first day's presentations. NFC is also a subject of much interest, despite its later than expected arrival in the mass market, and this will also be covered in day one.

Back office challenges

Day two will address the back office, legal and operational issues that a move to eTicketing means for a railway. UIC members are developing their own experiences with these subjects and the conference will provide a chance to hear and learn from colleagues who have similar challenges.

The UIC/CIT eTicketing conference will be useful for everyone working on this topic within their railway. We look forward to seeing you in the autumn at Utrecht.

Call for papers!

We need your know-how – become part of this conference by submitting your paper!

This conference is designed to provide ideas and best practice among UIC and CIT members as well as to raise awareness for a number of challenges in front of us. We – the organisers – selected some of them, on which we would like to focus. Please feel free to select one of the following topics and submit your paper for a 20-minutes presentation. Although there will only be one "winner" per topic for a live presentation, other contributions will be considered as valuable input for the subsequent workshop sessions. Please use the form at the end of this flyer.

A.1	"Challenges of introducing a nationwide interoperable smart card system"
A.2	"Extending the national schemes for international travel"
A.3	"Business Case for smart card ticketing"
A.4	"The impact of new technologies (e.g. NFC devices) on railway ticketing"

B.1	"Customer care and after-sales procedures"
B.2	"Personal data protection and privacy"
B.3	"Apportionment, settlement and accounting"
B.4	"Ticketing in the cloud"
B.5	"Securing revenues and fraud prevention"

Conference language: English

Programme

Tuesday, 01 October 2013 • Start: 13:30

13:30		Opening address / introduction	Maarten Bakker (NS Hispeed)
14:00	A.1	Challenges of introducing a nationwide interoperable smart card system	
14:30	A.2	Extending the national schemes for international travel	
15:00	A.3	Business Case for smart card ticketing	
15:30	A.4	The impact of new technologies (e.g. NFC devices) on railway ticketing	
16:00		Introduction to the workshops	Chris Querée (UIC)
16:15		*Comfort break*	
16:45		Workshop sessions	
17:45		Observations and conclusions	Kurt De Vriendt (UIC)
18:00		*End of sessions*	
19:00		Drinks reception / networking	
20:00		Dinner	

Programme

Wednesday, 02 October 2013 • Start: 09:00

Time		Session	Speaker
09:00		Summary and findings of day 1	Kurt De Vriendt (UIC)
09:15	**B.1**	Customer care and after-sales procedures	
09:45	**B.2**	Personal data protection and privacy	
10:15		*Comfort break*	
10:45	**B.3**	Apportionment, settlement and accounting	
11:15	**B.4**	Ticketing in the cloud	
11:45	**B.5**	Securing revenues and fraud prevention	
12:15		*Lunch*	
13:15		Introduction to the workshops	Chris Querée (UIC)
13:30		Workshop sessions	
14:30		Observations and conclusions	Kurt De Vriendt (UIC)
15:00		Closing speech	Chris Querée (UIC) Maarten Bakker (NS Hispeed)
15:30		*End of the conference*	

Who can participate?

Participation is in principle open to any interested party. **Registration is required before the deadline (16/09/2013).**

The delegate fee is **350 EUR**. This fee includes participation in all sessions on both days, refreshments and lunch according to the programme and the conference documentation in electronic format (PDF).

Participation for members of CIT and UIC is **free of charge**, but registration is required. The organisers may, however, limit the number of free seats. Additional seats may be booked against payment.

Drinks reception and dinner on 01 October are subject to sponsoring and cannot be guaranteed at the moment of going to press.

Where does it take place ?

Laan van Puntenburg 100, 3511 ER Utrecht, The Netherlands

Dutch Railways (NS) are kindly sponsoring the event by providing their large conference facilities "NS Trefpunt" at the NS Headquarters building at the above address.

How do I get there?

Utrecht is easy to reach from Amsterdam International Airport Schiphol (IATA Code: AMS). There are direct trains approx. every 15 minutes. Journey time to Utrecht Centraal is 32 minutes.

Please note that you must hold a ticket <u>before boarding</u> the train. There is in general <u>no on-board sale</u> of train tickets in The Netherlands.

Once arrived at Utrecht Centraal, go upstairs to "Hoog Catharijne" and leave the building at the Southern bus station (*"Busstation Zuid"*). Behind the bus station, you can already see the NS Headquarters building. The footwalk from the platform to the building should not take longer than 10 minutes.

See map on next page.

Who is organising the event?

The International Rail Transport Committee (CIT)

is an association of some 200 railway undertakings and shipping companies which provide international passenger and/or freight services. 120 organisations are members in their own right, 80 organisations are linked indirectly by being members of CIT associate members. The CIT is an association under Swiss law (Article 60 et seq. ZGB [Swiss Code of Civil Law]).

Weltpoststrasse 20 • 3015 Bern • Switzerland

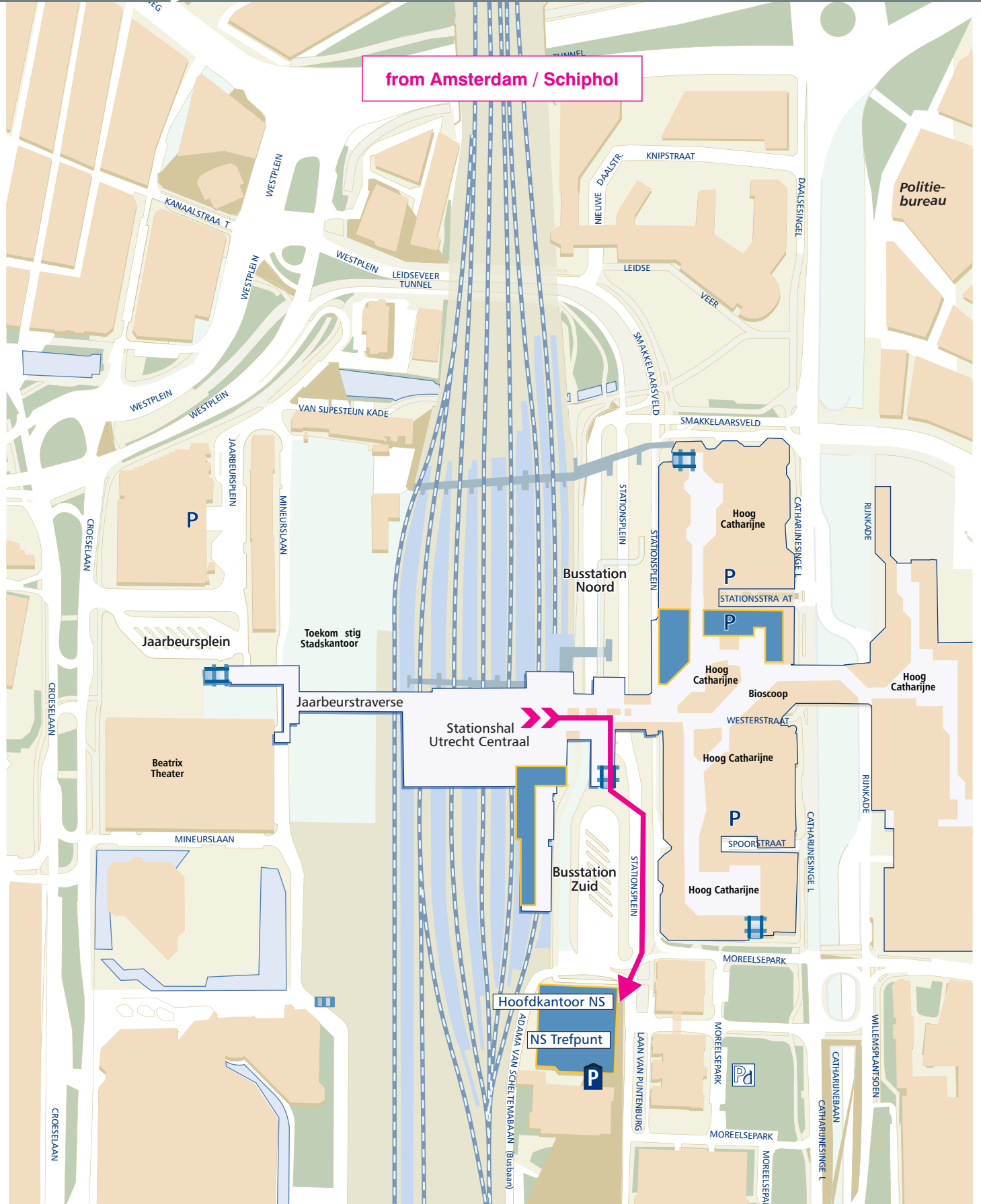**The International Union of Railways (UIC)**

is the worldwide international organisation of the railway sector since 1922. It includes some 200 members across all 5 continents. Its mission is to promote rail transport at world level and meet the challenges of mobility and sustainable development. UIC is a non-profit association under French law and is based in Paris.

16 rue Jean Rey • 75015 Paris • France

Your way to the venue

TUNNEL

KNIPSTRAAT

NIEUWE DAALSTR.

Politie-
bureau

WESTPLEIN

KANAALSTRAA T

WESTPLEIN

WESTPLEIN

LEIDSEVEER
TUNNEL

WESTPLEIN

WESTPLEIN

VAN SIJPESTEIJN KADE

LEIDSE
VEER

SMAKKELAARSVELD

SMAKKELAARSVELD

DAALSESINGEL

JAARBEURSPLEIN

MINEURSLAAN

P

Hoog
Catharijne

CATHARIJNESINGE L

RIJNKADE

STATIONSPLEIN

STATIONSPLEIN

Busstation
Noord

P

STATIONSSTRA AT

CROESELAAN

Jaarbeursplein

Toekom stig
Stadskantoor

Hoog
Catharijne

P

Hoog
Catharijne

Hoog
Catharijne

Jaarbeurstraverse

Stationshal
Utrecht Centraal

Bioscoop

WESTERSTRAAT

RIJNKADE

CROESELAAN

Beatrix
Theater

Hoog Catharijne

P

CATHARIJNESINGE L

MINEURSLAAN

Busstation
Zuid

SPOORSTRAAT

Hoog Catharijne

STATIONSPLEIN

MOREELSEPARK

WILLEMSPLANTSOEN

Hoofdkantoor NS

ADAMA VAN SCHELTEMABAAN (Busbaan)

LAAN VAN PUNTENBURG

MOREELSEPARK

P

CATHARIJNEBAAN

CATHARIJNESINGE L

NS Trefpunt

P

CROESELAAN

MOREELSEPARK

MOREELSEPARK

I am interested!

I am interested in joining this workshop as...

☐ ... a participant. Please keep me informed about the further development of the programme. I understand that I do not make any engagement at this time and still can decide whether or not I will participate. If so, I will have to register via the registration form which I will receive at a later stage.

☐ ... a speaker. I would like to submit a presentation to the following topic (please tick):

☐ **A.1**   ☐ **A.3**   ☐ **B.1**   ☐ **B.3**   ☐ **B.5**

☐ **A.2**   ☐ **A.4**   ☐ **B.2**   ☐ **B.4**

☐ ... a sponsor for the dinner. Please contact me for further details.

Last name: [_____]

First name: [_____]

Company/organisation: [_____]

Street and number: [_____]

City: [_____]

Post code: [_____]   Country: [_____]

E-Mail: [_____]

Phone number (land line): [_____]   mobile: [_____]

Please submit this form electronically.

After having inserted your data, please press the 'submit' button. This will create an *.fdf file, to be attached to an e-mail to the organisers. If you encounter any problems with that, please contact **oelschlaeger@uic.org**.

☞ **Submit**

Conference Language: English