

ITEM FOR

**TRAVEL
AGENTS**

I Central Trains

**Automatic
ticket gates
installed at
Leicester,
Loughborough
and Lincoln
stations**



***To be read by Retail Staff, On-Train Staff and Travel Agents where appropriate.**



**Special low price trial
for contributors –
see inside cover
for more
details**

ADDITIONAL PUBLICATIONS

The list shows additional publications included with this *Newsrail Express*. If you do not receive them or if you need extra copies, rail staff should see 'Further Supplies'. Travel Agents please contact your Sales Office.

1. ADDITIONAL ITEMS YOU SHOULD HAVE RECEIVED

PUBLICATION NAME	SENT TO	NEWSRAIL EXPRESS NUMBER
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2. CONTACTS FOR FURTHER SUPPLIES – FOR RAIL STAFF

TSO Customer Services, St. Crispins, Duke Street, Norwich, NR3 1PD

Tel: 0870 850 2149

Fax: 0870 600 5533

e-mail: csatoc@tso.co.uk

3. DISTRIBUTION DATABASE – FOR RETAIL STAFF

You should advise of any publications distribution database amendments to your Retail or Pricing Manager.

Special low price trial – save £££'s...

Do you provide information and updates to include in Newsrail Express and the Retail Manual?

We are currently offering **special trial low prices** for putting news items in Newsrail Express and for updating the Retail Manual.

Newsrail Express	1 side £400.00	<i>normally</i> <i>£626.43</i>	1/2 side £220.00	<i>normally</i> <i>£319.79</i>	1/3 side £150.00	<i>normally</i> <i>£242.88</i>
Retail Manual Part One and Two	£300.00	<i>£474.00</i>	One page – black & white (2 sides) One page – colour (2 sides) for each side laminated			
	£550.00	<i>£1120.00</i>				
add	£50.00	<i>£240.00</i>				

These prices give you the following service benefits:

- 8000 copies of Newsrail Express printed fortnightly
- Estimated staff readership of 15,000
- Information also made available in electronic format through the Marketing & Retail section of www.atoc.org website plus made available through other electronic retail information channels to stations and travel agents
- Over 1300 ticket offices reached, plus on-train staff depots giving National Rail-wide coverage

How much would it cost you in time, envelope stuffing, postage etc to get the same nationwide coverage and reach all rail retail staff? Why not use this three-month trial opportunity to ensure that your TOC's retail information is entirely up to date in retail manuals? It is a TSA requirement that you provide retail staff with accurate information, as well as being essential if retailers are going to clearly understand and sell your tickets and services to generate more income for your TOC.

Bulk and frequent use discounts are also available – why not have a regular Newsrail Express feature item about your TOC's products and services?

Please contact Andrew Tolley at RSP on 0207 841 8119 or andrew.tolley@atoc.org for more information.

Make sure retailers get your message.....now even better value for money!

TO BE READ BY:

TRAIN COMPANY RETAIL STAFF ☒
ON-TRAIN STAFF ☒
TRAVEL AGENTS ☒



Automatic ticket gates installed at Leicester, Loughborough and Lincoln stations

New automatic ticket gates have been installed at Leicester, Loughborough and Lincoln stations.

Passengers should be advised to allow sufficient time to buy a ticket before boarding their train and to retain their ticket on arrival as only valid ticket holders will be able to cross the gate line. For the benefit of passengers, extra ticket machines have been installed at these stations.

The gates will accept all 'credit card type' card tickets with a magnetic stripe on the reverse. Passengers holding other types of valid rail ticket or pass must show it to the member of staff on duty who will open the gate. If staff are not available customers should use the help point provided at each gate to speak to a member of staff.

The gates will be continuously monitored by staff, backed up by extra security measures including additional CCTV cameras, and will be staffed at peak times.

The ticket gates are built to the latest accessibility standards with one extra wide gate to accommodate wheelchairs. There are help points at every gate, each fitted with an induction loop. As well as serving passengers with disabilities, the gates are designed to ensure that passengers with pushchairs, small children or large amounts of luggage are not delayed.

If passengers arrive at Leicester, Loughborough or Lincoln without a valid ticket having boarded the train at a staffed station, they will only be able to buy fully priced single and return tickets at the excess fares window.

Passengers arriving at these three stations without a valid ticket who have boarded the train at an unstaffed station should buy their ticket from the Senior Conductor or Train Manager on board the train, or at the excess fares window on arrival, where a full range of tickets is available.

Senior Conductors and Train Managers please note:

- **When clipping tickets you must not clip through the magnetic stripe as the automatic gates will not accept such tickets.**
- **When selling tickets to/from these destinations, one ticket is issued for each person travelling i.e Groupsave tickets.**
- **Make announcements to remind customers to retain their tickets to exit the stations**

Andy Berry
Retail Standards Manager
Central Trains
Tel: 07771 831078



Newsrail Express for train company National Rail information

- **over 7,000 copies printed fortnightly**
- **3,000 stations, travel agents and call centres receive Newsrail Express**
- **Estimated readership of 15,000 retail staff**

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Amendments to Fares Manuals and associated Publications are excluded.

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Retail communication deadlines for information providers November 2006 to March 2007

Newsrail Express (NRE)

Retail Manual Part Two (RM2)

Rail Directory for Travel Agents (RDTA1) (provided to travel agents in electronic format only)

NRE issue number	RM2/RDTA1 issue number	Date communications reach stations (may vary by 2 days either side)	Text to be entered in FRPS website by TOC/ATOC information providers
	199 December	20 November	1 November
328		20 November	8 November
329		4 December	22 November
	200 January	2 January	6 December
330		2 January	13 December
331		15 January	20 December
	201 February	29 January	10 January
332		29 January	17 January
333		12 February	31 January
	202 March	26 February	7 February
334		26 February	14 February

FRPS website

The Fares & Retail Publications Service website (operated by TSO) for entering information is <https://frps.tso.co.uk>. Each TOC and ATOC have designated information providers with password access to contribute Newsrail Express items and Retail Manual Part Two updates.

Guidance and cue cards

Guidance on how to use the system is available from www.atoc.org in the **Marketing and Retail > Fares and Retail Publications Service** section. For additional editorial guidance contact Paul Chilver at ATOC Editorial on paul.chilver@atoc.org or telephone **020 7841 8058**.

Proof checking

At the proof check stage, (usually 2-3 days after the submission deadline) contributors will receive an email from TSO which states what the time deadline is for checking your proof. This then normally gives you one working day to check the proof and you should advise of any alterations required or supply sign-off to Paul Chilver at ATOC Editorial, fax 020 7841 8266 by the deadline shown in the email.

Further information and prices

Further information and full pricing details for contributing news items and updates is available from www.atoc.org in the **Marketing and Retail > Fares and Retail Publications Service** section. Note that prices are higher for colour and laminated pages where available. For further pricing information and invoice enquiries please contact Andrew Tolley at RSP on andrew.tolley@atoc.org or tel **020 7841 8119**.

**** PLEASE CHECK THE INSIDE COVER OF THIS EDITION FOR SPECIAL LOW PRICE OFFERS ****

Publication supplies, distribution and technical support

The TSO helpline for publication supplies (if you want to buy extra copies of manuals), distribution queries (if you do not receive the information that you were expecting) and technical support is **0870 850 2149** or email csatoc@tso.co.uk. If you simply wish to make a change to the distribution database then please contact your TOC's Retail or Pricing Manager. For non-TOCs please contact paul.chilver@atoc.org.

Inserts and merchandisers

If you wish to send out any separate inserts (such as merchandisers) within the Newsrail Express distribution package, please arrange this direct with **TSO on tel 0870 873 8722**, email csatoc@tso.co.uk. TSO will provide costs, quantities and timescales for your insert. Ensure that you contact TSO at least 7 days in advance of the text deadline date shown above.

Retail Manual Part One, Rail Directory for Travel Agents Part Two, Ticket Examiners Handbook

If you want any changes made to Retail Manual Part One, Rail Directory for Travel Agents Part Two and Ticket Examiners Handbook, please email these to ATOC Editorial on mark.bryce@atoc.org.



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