

Rail Delivery Group



APPLICATION FOR RDG TRAVEL AGENTS LICENCE

NOTES TO APPLICANT

- 1. The purpose of the attached form is to provide Rail Delivery Group (RDG) with an overview of your company structure and plans for entering the rail retailing market, and the market you are proposing to enter.*
- 2. Please complete this form in as much detail as possible to enable us to make a preliminary assessment of your application.*
- 3. Following receipt of your application we will begin high level discussions on the retailing licence you have applied for and associated commercial terms.*
- 4. There is a licence application fee of £300 plus VAT which will be due on signature of the Licence Agreement.*
- 5. Please note that it is your responsibility to make early contact with the Rail Settlement Plan TIS Accreditation team to ensure that your technical development and accreditation schedule corresponds to your plans for launching your service.*
- 6. Please note that in case the application is endorsed by the board, retailers should start trading six months from the date the licence is endorsed. If there is a delay, they could extend for three months and if there is a further delay, they would need to reapply as due diligence would need to be re-examined.*
- 7. Please note that we are especially interested in new sources of receipts rather than transfer of sales from one outlet to another. The information you provide will be used to determine whether to offer you an RDG Licence to sell Rail Products and if so, to judge your performance in the first year of business. If the agreed revenue is not met by the end of this period, you risk losing the RDG Licence.*

1.COMPANY DETAILS

Registered Company Name	
Registered Company Number	
Registered Company Address <i>Post Code</i>	
Place of Incorporation VAT	
VAT Registration Number	

Group Companies – <i>Please provide details of any holding, parent, related or subsidiary companies</i>	
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Company Trading Name	
Company Trading Address <i>Post Code</i>	

Trading Address Location Type - <i>(Corporate implant, branch office, station agent etc.)</i>	
Does the location have a burglar alarm system? <i>(please give details)</i>	
Does the location have any other security precautions? <i>(please give details)</i>	
Agency Opening Times – <i>(Days and hours)</i>	

Primary Contact Name	
Job Title	
Telephone Number	
Email	

Secondary Contact Name	
Job Title	
Telephone Number	
Email	

Email for Invoicing	
Email for General Correspondence	

Management Standards - List of Directors and Associated Companies (<i>or names and addresses of partners or proprietors</i>)	
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Other Rail Licences Held - list details of any other Rail Delivery Group/TOC licences held, or any rail operators/intermediaries in the UK or overseas for whom you act as sales agent in the UK	
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Involvement of TOC Employees - list names of any individuals connected with your organisation or licence application who are current, or recent (<i>within past 6 months</i>), TOC employees	
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2. FINANCIAL AND LEGAL

Bank Name	
Bank Sort Code	
Bank Address <i>Post Code</i>	

IATA Number	
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Lawyers Name	
Lawyers Email	
Lawyers Address <i>Post Code</i>	

Accountants Name	
Accountants Email	
Accountants Address <i>Post Code</i>	

Trade References – Please supply names/addresses of two registered companies (not subsidiary, holding or associated company of your company) that can be approached for a reference

Trade Reference 1 Name and Address

Post Code

Trade Reference 2 Name and Address

Post Code

3. STAFF RAIL QUALIFICATIONS

After your licence has been agreed, your agency will be required to have a minimum of two staff or 20% of the staff engaged in selling rail products, whichever is the greater, that hold a valid Certificate of Rail Agent Competency (CORAC).

Staff can register for the exams once the licence has been agreed. Please confirm below the number of your staff selling rail and if any of your staff already hold the CORAC qualification;

Total number of staff selling rail

Number of staff with valid CORAC

Staff Member Name	Position Held	Certificate Number

4. RAIL DISTRIBUTION SYSTEMS

Which Ticket Issuing System will you be using? (*Access to automated distribution system is mandatory*)

Ticket on Departure (ToD) Retailing Options

Option 1

The first option is for you to sell through another licensed ToD retailer, such as Evolvi. This option allows you to sell ToD through your RDG licence whilst allowing you to retain your ability to sell any non-ToD transactions through your existing licence.

This option will be of particular relevance to outlets that generate insufficient levels of rail business to justify a dedicated ToD licence on the grounds of cost or unwillingness to introduce significant change to current rail business processes. In this situation, you would simply require an agreement with the registered ToD retailer for the provision of the ToD service.

Option 2

The second option allows you to sell through your RDG Travel Agent licence with current commission levels applicable to ToD bookings. This option is really designed for rail retailers who generate significant levels of rail business. To take advantage of this you will be required to provide a Helpdesk facility which must be available as follows except for Christmas Day;

- *Monday to Friday 06.00hrs to 20.00hrs*
- *Saturday to Sunday 08.00hrs to 18.00hrs*
- *Bank Holidays 08.00hrs to 18.00hrs*

This assumes your TIS is accredited by RSP for the provision of ToD functionality.

Which ToD option will your agency be using?	
Option 1 – ToD under ToD Retailer	Option 2 – ToD under Licence
Yes / No	Yes / No

5. RAIL TRAVEL MARKETING PLAN FOR YOUR AGENCY

Introduction

The objective of this part of the form is to enable you to show RDG how you plan to generate significant levels of rail ticket sales. RDG is especially interested in new sources of revenue rather than abstraction from other agencies. The information, that you provide, will be used to support your RDG Licence application to sell rail products.

If you are appointed as a Licence Holder, this marketing plan will be used to determine your revenue projections in the first year of business. If the revenue projections are not met by the first year of trading, you may incur an annual licence fee.

Background

On what date did your agency start business at this location?	
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The company/branch turnover for the last five years was;	
Year 1	
Year 2	
Year 3	
Year 4	
Year 5	

Do you currently offer rail tickets to your customers?	Yes / No
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If you answered Yes, from where do you currently obtain your tickets?	
Another Agent?	Yes / No
A Rail Station?	Yes / No

What is the annual value of the rail business that your customers would potentially yield?	
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Situation of Premises (applicable to retail outlets)	
Description of premises (<i>window/other display space, sales positions, security for tickets, etc.</i>)	
Distance from nearest rail station	
Relationship to shopping/business centres	
Relationship to RDG licenced travel agent competition	

Please describe any significant business developments or future plans which might help this application?

Target Market

What Percentage of your estimated Rail earnings will you derive from :	
Business Travellers (<i>Large Account Customers and Small Business House Customers</i>) – Total %	%
Leisure Travellers – Total %	%

Rail Revenue Projections

As a guide the minimum requirement in the first year's trading should be between £25,000 and £50,000. Consideration may be given by RDG if the circumstances were that the agent was in a rural geographical area and revenue expectation was less than £25,000.

Rail Revenue Projections Excluding ToD

Rail revenue projections for the <u>First Year</u> of operation excluding ToD (where all ToD bookings are retailed and settled through the licence of a registered ToD retailer)													
Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
£000s													

Estimated annual rail revenue in <u>Year Two</u> of operation excluding ToD	
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Rail Revenue Projections Including ToD

Rail revenue projections for the <u>First Year</u> of operation including ToD (where all ToD bookings are retailed & settled through your own RDG Travel Agents Licence)													
Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
£000s													

Estimated annual rail revenue in <u>Year Two</u> of operation including ToD	
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Marketing Action Plan

Please outline how you intend to achieve the level of new sales of rail products, in order to achieve the Rail Revenue Projections.

This can include your customer targets, total marketing and advertising, promotional activities and links with sales of other products.

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Declaration, on behalf of your Agency;

Signed	
Print Name	
Position in Company	
Date	

(Please enclose a copy of your latest audited accounts - all applicants are subject to credit vetting)

**RAIL SETTLEMENT
PLAN LIMITED**

**Instruction to your
Bank or Building Society
to pay Direct Debits**



Originator's Identification Number

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Please fill in the whole form and send the original to: Lee Grainger, Rail Settlement Plan Limited, 2nd Floor,
200 Aldersgate Street, London, EC1A 4HD

1. Name and full postal address of your Bank or Building Society branch.

To: The Manager _____
Address _____

2. Name(s) of account holder(s)

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5. Rail Settlement Plan Limited account number

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3. Branch Sort Code

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6. Instruction to your Bank or Building Society.
Please pay Rail Settlement Plan Limited.
Direct Debits from the account detailed on
this instruction subject to the safeguards
assured by The Direct Debit Guarantee.

4. Bank or Building Society Account Number

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Signature(s)

Date

Banks and Building Societies may not accept Direct Debit Instructions for some types of account

The Direct Debit Guarantee

This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.

If the amounts to be paid or the payment dates change, you will be told of this in advance by at least three days as agreed.

If an error is made by Rail Settlement Plan Limited or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid.

You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Please also send a copy of your letter to us.

This Guarantee should be detached and retained by the payer