

### **Procedure of booking of ticket through H2H integrated POS terminal:**

For Host to Host integrated POS terminals, no input of RR Number or Amount on Booking counter and POS terminal respectively would be required. Amount will be displayed on POS terminal and RR Number will be automatically captured by integrated system.

The step wise details of the procedure to be followed for booking a ticket are as below:

1. Customer desire to make payment through his Debit/Credit card.
2. The option to get payment mode will be displayed to the booking clerk during booking.
3. After displaying journey details and fare, PRS/UTS Client application will initiate payment request to CPS for payment through integrated POS.
4. Operator will press “Sale Enquiry” option (for Hitachi) and F1 key (left most button on the top) + Green Key (for Worldline) in POS Terminal to fetch current initiated transaction for payment.
5. Transaction Details as Transaction id and Amount will get displayed on POS machine for verification by operator with current transaction initiated from his booking counter machine.
6. Transaction id and Amount of transaction can't be modified on POS terminal.
7. After verification, Operator will swipe payment card on POS terminal and get payment confirmation from customer by entering PIN on POS terminal.
8. On successful payment, charge slip shall be printed by POS terminal and TSP will update CPS with “Sale Confirmation”.
9. Operator shall initiate payment verification call to CPS for payment confirmation.
10. On response of successful payment from CPS, ticket will be booked and issued to customer
11. There can be other scenarios as below:
  - a) Payment is success, but no response received from TSP to CPS. If charge slip printed on POS Terminal, Operator shall void the payment transaction on POS.  
For PRS, New transaction to be initiated from client application. For UTS Operator will re-verify the payment transaction from CPS and update accordingly.
  - b) Charge slip not printed on POS terminal due to network unavailability. Sale shall be reversed automatically by TSP. New transaction to be initiated from client application.
  - c) Payment is successful, charge slip is printed but Ticket not issued by client application. Operator will non-issue the ticket and initiate VOID function for reversal of Payment at POS machine.
  - d) VOID function will process instant refund to customer for current transaction.
  - e) VOID transaction shall be restricted for last transaction processed on that POS terminal.
12. Railway Zonal Accounts mapping to be provided by Railways.
13. Integrated POS deployment counters to be identified and manged by Railways with Bank.
14. Railways should update the details of Upgraded POS in PRS/UTS Terminal Definition.

## **1. Operator Instructions for PRS/UTS ticket Booking**

During B type ticket booking, in HITACHI POS integrated terminal, after fare display,

1. Booking operator will select “Sale Enquiry” option in POS before swiping the card.
2. System will get confirmation from user whether “Sale Enquiry” option is selected in POS. System will not allow user to proceed further till user confirms about selection of “Sale Enquiry” option.
3. PNR number in case of PRS & UTS Number plus stock number in case of UTS along with fare information of booking will be displayed on POS screen.
4. System will get confirmation from booking operator whether PNR/UTS Number & fare information displayed in POS machine is matching with PNR/UTS Number & Fare information displayed on booking application screen.
5. Booking operator will press Y for PNR/UTS Number & Fare information matching query, only if PNR/UTS Number & Fare information displayed in POS is matching with information getting displayed on booking application screen.
6. If there is any mismatch in PNR/UTS Number & Fare booking operator should press N, for PNR/UTS Number & Fare data matching query. System will not allow booking if user gives N for PNR/UTS Number & Fare data matching query.
7. If booking operator presses Y for PNR/UTS Number & Fare data matching query, system will display message to swipe/insert card in POS. Booking operator will swipe/insert card in POS and inform passenger to enter PIN in POS. System will get confirmation from operator on POS charge slip printing.
8. Booking operator will press Y for charge slip printing query only if charge slip got printed in POS. If booking operator press N for charge slip print confirmation query, system will not allow booking. If Booking operator press Y for charge slip print confirmation query, system will book the ticket.
9. Booking operator will verify passenger whether the 12 digit RRN printed on ticket is matching with RRN printed on receipt generated from POS after swiping. In UTS, RRN Number will not be printed on ticket due to space constraint. As per existing practice, in case of normal booking, if there is mismatch in RRN, booking operator will non-issue the ticket and in case of bulk booking if there is mismatch in RRN, booking operator will perform special cancellation of tickets.