



SMART RAIL TICKETING KIOSK

cammax

SILVERRAIL

WORKING IN PARTNERSHIP FOR MANY YEARS, CAMMAX AND SILVERRAIL FORESAW THAT BY POOLING RESOURCES AND PLACING THE CUSTOMER AT THE HEART OF OUR THINKING, WE COULD BRING ABOUT A STEP CHANGE IN SELF SERVICE RAIL RETAILING.

It was clear from the outset that by collaborating we could deliver major customer benefits and improvements with a purpose built Smart Kiosk to serve and support the Rail industry.

In need of a champion TOC, in 2019 Cammax and SilverRail were fortunate to gain the support of Abellio Group for the purpose of specific requirements and for accreditation

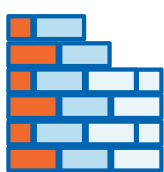
of what was a first of its kind, i.e. replicating website functionality on to a TVM. The idea was to give passengers the features and pricing benefits they have come to expect from their online experience but at the railway station.

With SilverRail's existing TIS solution (SilverCore) and Cammax's recent work with Smart Ticketing kiosks a new TVM concept was created – the Smart Rail Kiosk.



Design

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Build

...



Install

...



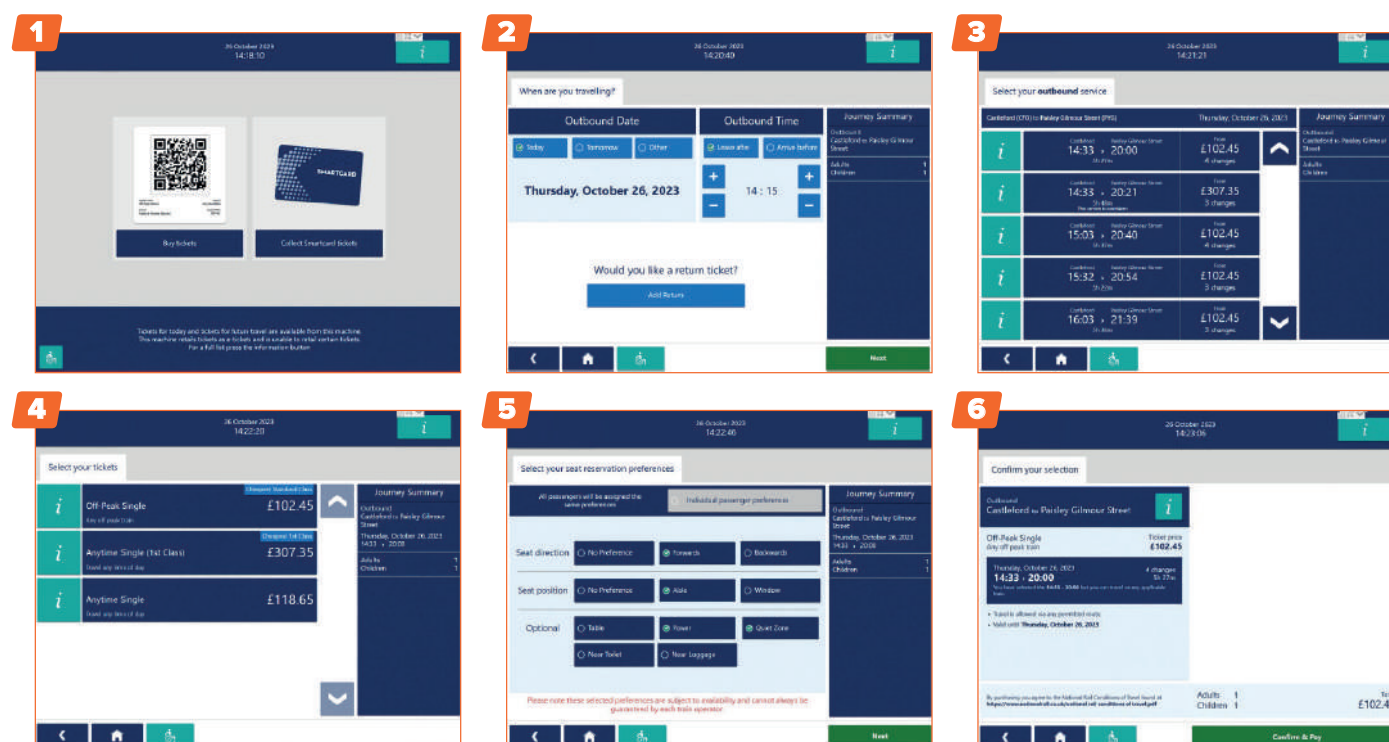
Commission

...



Maintain

The Software Solution



The Rail App is fully RDG accredited for the UK market powered by the SilverCore accredited TIS.

- **Tickets can be purchased on the day and up to 12 weeks in advance**
- **Impartial UK rail fares** (that can be fulfilled to e-ticket)
- **Advance** (for future travel and purchase on the day) **and walk-up fares**
- **eTicket fulfilment**
- **ITSO collection**
- **Screensaver and disruption messaging**
- **Customer information screens**
- **Real time information**
- **Real time reporting**

With options including;

- **Season & Goldstar integration**
- **Carnets and flexi seasons**
- **CCST Tickets**
- **ITSO fulfilment and collection**
- **Car parking tickets & ANPR systems**
- **Shopping basket for multiple purchases**
- **Advertising module**
- **Retailing of non RDG products**
- **Travel options such as Plusbus, London Travelcards and bike reservations** (when available as eTicket or SmartCard fulfilment)

The TVM Range

The new Smart TVM issue both advance and walk-up tickets as a printed barcode, which improves the overall customer experience and supports revenue protection. Additional Smart Card collection devices can be incorporated to the side of the kiosk to collect pre-purchased products.

The Smart TVM's use the same Ticket Issuing System (SilverCore) and UK Journey Planner (IPTIS) that SilverRail uses for supporting customers through web and App rail retailing stores. With the ability to buy tickets up to 90 days out and take advantage of on-the-day advanced ticket pricing, passengers will now have more access to cheaper fares.

All TVM kiosks come with the following options:

- **Single or dual screen options**
- **Suitable for outdoor environments**
- **Equality Act compliant**
- **Cash and card options**
- **Barcode ETK or CCST Ticket**
- **High bright, anti-vandal screens**
- **RDG & ITSO certified**
- **PCI-DSS**

Orion TVM



Slimline TVM



Stratus



The TVMs Incorporate



High level
monitoring and
alerting systems



Anti-vandal features,
reinforced panels and
keyless entry



Market leading
mechanical security



Options for
cash handling

EMR Case Study

With the support of the Abellio Group Project Team and SilverRail, Cammax started discussions with East Midlands Railway (EMR) about a solution for a committed obligation within a new Rail Franchise bid. The idea was to provide a low cost TVM solution to 32 stations which currently had no ticket office, to provide the same flexibility and pricing to the customer that they have come to expect from online ticket purchasing, but at a station.

EMR gave the go ahead initially for the TVM pilot of 2 machines at Derby Station and Uttoxeter, with a joint project team created which met on a weekly basis and consisted of EMR, SilverRail and the Rail Delivery Group.

RDG played a crucial role in the project ensuring the Rail Settlement Plan (RSP) certification was completed to spec and key Smart ITSO functionality behaved as required.

After 12 months of successful implementation and positive customer feedback, EMR were able to progress with ordering an additional 30 TVMs which were rolled out across the EMR network at stations which had no existing ticketing facilities.

In addition to the 30 TVMs, Cammax was able to further enhance the TVM for EMR by including a modular Real Time Information screen at 14 locations which can provide passengers with key information such as train delays and cancellations.



1st 14:23 Lincoln Central
Calling at: Lincoln Central only.
On time
13:36:11

Metheringham Station
Onward Travel Information

Buses

Local area map

Main destinations by bus

Destination	Bus	Frequency	Notes
Lincoln	100	Hourly	
Spalding	101	Hourly	
Peterborough	102	Hourly	
London	103	Hourly	
Nottingham	104	Hourly	
Sheffield	105	Hourly	
Manchester	106	Hourly	
Birmingham	107	Hourly	
Cardiff	108	Hourly	
Edinburgh	109	Hourly	
Glasgow	110	Hourly	
Belfast	111	Hourly	
London	112	Hourly	
Nottingham	113	Hourly	
Sheffield	114	Hourly	
Manchester	115	Hourly	
Birmingham	116	Hourly	
Cardiff	117	Hourly	
Edinburgh	118	Hourly	
Glasgow	119	Hourly	
Belfast	120	Hourly	

Trains

Departures for

Destination	Train	Frequency	Notes
Lincoln	100	Hourly	
Spalding	101	Hourly	
Peterborough	102	Hourly	
London	103	Hourly	
Nottingham	104	Hourly	
Sheffield	105	Hourly	
Manchester	106	Hourly	
Birmingham	107	Hourly	
Cardiff	108	Hourly	
Edinburgh	109	Hourly	
Glasgow	110	Hourly	
Belfast	111	Hourly	
London	112	Hourly	
Nottingham	113	Hourly	
Sheffield	114	Hourly	
Manchester	115	Hourly	
Birmingham	116	Hourly	
Cardiff	117	Hourly	
Edinburgh	118	Hourly	
Glasgow	119	Hourly	
Belfast	120	Hourly	

EMR National Rail

Platform 2
Trains to
Spalding and
Peterborough. →

Tickets

Buy and collect

EMR

Buy and collect

EMR

EMR

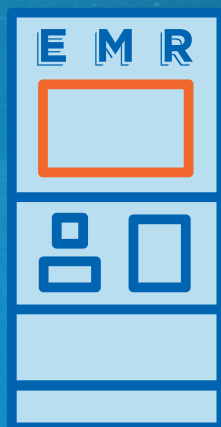
EAST MIDLANDS RAILWAY

Smartcard

Contactless

Collect here

Card



32
new
TVM
machines
installed
across the
network

Customised Software

1

EMR 26 November 2020 13:41:15

Buy tickets

Collect Smartcard tickets

Tickets for today and tickets for future travel are available from this machine. This machine retains tickets as e-tickets and is unable to retail certain tickets. For a full list press the information button.

2

EMR 26 November 2020 13:49:55

Where are you travelling from and to?

FROM TO

LEE

Lee (London) (LEE) Leeds (LDS) Leeds Bradford Airport (DLB)

Leeds Castle (LCA) Benfleet (BEF) Broomfleet (BMF)

Q W E R T Y U I O P

A S D F G H J K L

Z X C V B N M

Next

3

EMR 26 November 2020 13:53:40

Select your return service

London Kings Cross (LKS) to Leeds (LDS) Monday, November 30, 2020

From	To	Time	Price	Changes
London Kings Cross	Leeds	11:30 - 14:07	£58.35	1 changes
London Kings Cross	Leeds	12:00 - 14:40	£50.10	1 changes
London Kings Cross	Leeds	12:33 - 14:48	£31.30	0 changes
London Kings Cross	Leeds	13:33 - 15:46	£34.10	0 changes
London Kings Cross	Leeds	14:00 - 16:35	£45.15	1 changes

Journey Summary

Outbound Leeds to London Kings Cross Thursday, November 26, 2020 15:15 - 17:31

Return London Kings Cross to Leeds

Adults 1 Children 0

26-30 Railcard 1

4

EMR 1st October 2019 - 16:54:46

Search results

Outbound Singles	Standard	First Class	Advance Single
7:30 AM - 9:00 AM Leicester to Huddersfield	£20.00	£38.00	Specified train only. Only valid on booked service. No refunds.
8:30 AM - 9:30 AM Leicester to Huddersfield	£24.00	£51.00	
9:30 AM - 11:00 AM Leicester to Huddersfield	£21.50	£34.00	

Return Singles	Standard	First Class	Advance Single
2:30 PM - 4:00 PM Huddersfield to Leicester	£20.00	£38.00	Specified train only. Only valid on booked service. No refunds.
3:30 PM - 4:30 PM Huddersfield to Leicester	£24.00	£51.00	
4:30 PM - 6:00 PM Huddersfield to Leicester	£21.50	£34.00	

Journey Summary

Leicester to Huddersfield Wed 22 October 2019

Huddersfield to Leicester Travelling on Fri 11 October 2019 Arriving before 18:00

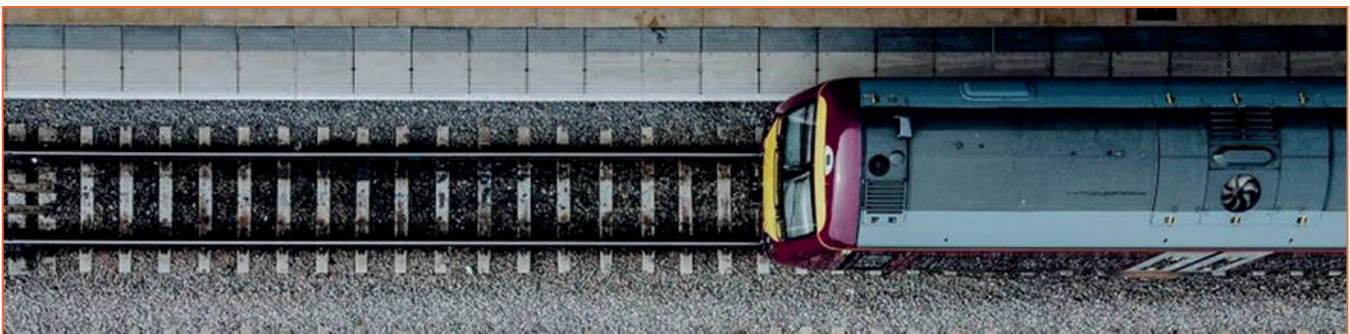
Adults 2 Children 1

16-25 Railcard Friends & Family Rail Card 1

£44.00

Start Again Back Pay

Customised software – all interface screens and back office portal screens were custom branded in line with EMR's requirements.





“

THIS IS SUCH AN EXCITING TIME FOR EAST MIDLANDS RAILWAY. SMART KIOSKS WILL SUPPORT THE INDUSTRY'S AMBITION FOR TICKETLESS TRAVEL AND TO BE THE FIRST TOC TO DO SO IS A GREAT ACHIEVEMENT. WITH THE SMART KIOSKS BEING MUCH MORE USER FRIENDLY, WE HOPE OUR PASSENGERS ON OUR REGIONAL ROUTES WILL SEE THE BENEFITS OF THEM AS THEY ARE INSTALLED ACROSS OUR NETWORK.

”

Steve Lloyd

Smart Ticketing Manager for EMR

Other Transport Projects

Cammax worked with Bristol City Council to design, build, install, commission and maintain 80 bespoke Ticket Vending Machines (TVM's) at metrobus stops throughout the region. As well as selling paper and smart tickets, the ticket machines were also required to provide integrated journey planning, Real Time Information with RNIB REACT3 functionality and an emergency help button / intercom offering an immediate connection to the council's Emergency Control Centre.

The iPoint Smart Ticket Vending Machines include a Smart Card Dispenser which allows customers to access both smart cards and paper tickets, whilst provides passengers with the ability to pay for their journey prior to boarding. The iPoints also deliver real time passenger information which can help provide passengers with details of any delays or changes to services and also include an emergency help intercom for passengers who require more assistance. The iPoints have been installed at all 80 metrobus stops and have been in operation for over 2 years. They continue to operate well with minimal faults and a consistent overall uptime in the region of 99%.

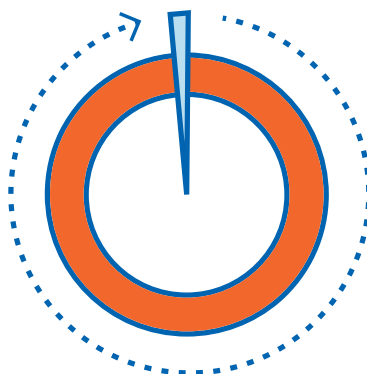
80

IPOINTS IN OPERATION
FOR OVER 2 YEARS



CONSISTENT
OVERALL
UPTIME OF

99%



System Features of New Smart Kiosk



**ISSUES SMART
TICKETS AS
BARCODES**

PHASE 2 WILL ALLOW RETAIL OF
ITSO DIRECT TO SMART CARD

**COLLECT
SMART
TICKETS**
PURCHASED
VIA A WEBSITE

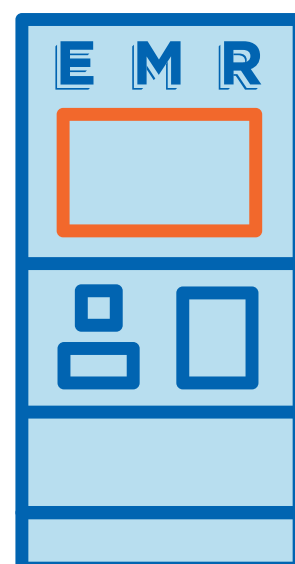


**CUSTOMERS
CAN PURCHASE
FOR TODAY**

(INCLUDING ADVANCE
PURCHASE ON THE DAY)
AND ADVANCE TICKETS
FOR FUTURE TRAVEL
INCLUDING RESERVATIONS



**REAL
TIME**
REPORTING



**CUSTOMISABLE
HARDWARE**
(CASH, CARD, CIS SCREENS,
COLLECTION POSTS)



**BESPOKE
TOC
BRANDING**



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