

Help Document for utsonmobile - Windows Phone

Indian Railway is introducing the facility of booking unreserved suburban tickets on smartphones. The application has been developed in-house by Centre for Railway Information Systems (CRIS). The passenger has to book the ticket in the mobile phone and print the ticket on the ATVMs installed at the journey originating (Source) stations.

The passenger has to maintain a Railway Wallet(R-Wallet) with Railways to the facility.

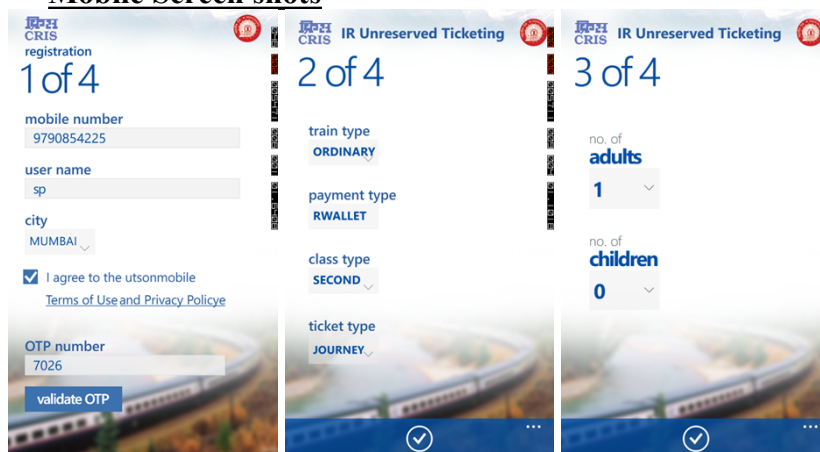
Mobile Application Availability/accessibility

The downloadable mobile application will be uploaded in the OEMs application store.(ie) Windows app in Windows store. The passenger can download the mobile ticketing app from the appropriate application store.

Registration

- Registration can be done through mobile phone app or website (<https://www.utsnmobile.indianrail.gov.in>).
- The passenger first will get registered by providing his/her mobile number , name, city, default booking train type, class, ticket type, number of passenger, and frequently travelling routes.

Mobile Screen shots

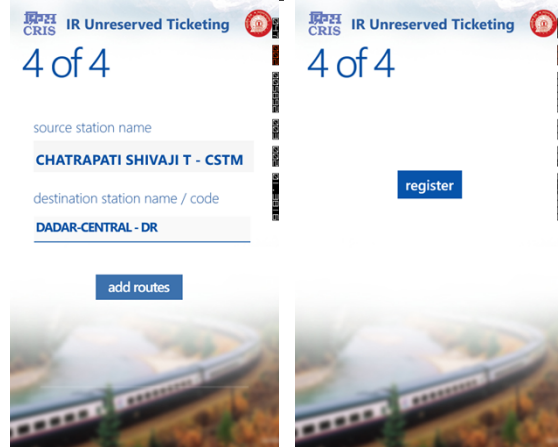


- The passenger has to provide the following information at the time of registration:

Mobile Number	The passenger should give the mobile number of the mobile from which registration process is being performed and will be used for Ticket Booking. By default ,Mobile number will be used as user id for application login.
Name	The name of the passenger.
City	The passenger resident city from where the passenger books the tickets. This information will be used to customize the application interface like filter source station at the time of booking ,etc

- The passenger will press the Generate OTP and OTP will be sent as SMS to the mobile specified in the application.
- The passenger has to type the received OTP in the application.

Mobile Screen shots

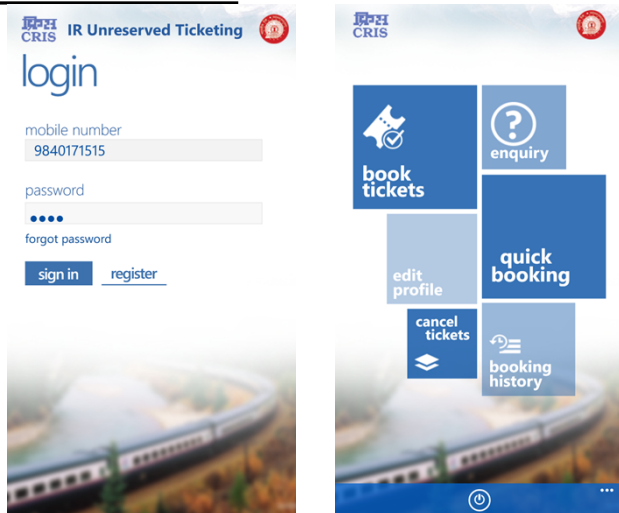


- The passenger has to select the most preferable booking information like Journey type, Ticket type, Class and number of passenger to be used as default while booking ticket.
- The passenger can also define frequent travel route which will be used for Quick Booking. This will enable the passenger to book the ticket by 2 or 3 clicks.
- After successful registration, an SMS will be sent to the user with login-id and password. The passenger can also register through the mobile phone and internet.

Login & Application feature

The passengers have to login to the application by giving their mobile number and as the user credentials. Only registered users are allowed to access the application features. If the login credential fails three times consecutively ,then the user account will be locked. It will be unlocked automatically after 1hour.The policy for automatic unlock may change time to time.

Mobile Screen Shots



Application Feature

- | | |
|---------------------------|--|
| 1. Quick Booking | - Book Ticket using frequent travel routes. |
| 2. Normal Booking | - Book Ticket for any suburban routes. |
| 3. Cancel Ticket | - Cancel a Ticket before taking Ticket Printout @ Kiosk. |
| 4. Booking History | - Show already booked tickets with rebook option. |
| 5. Profile | - Manage the passenger profile and check R-Wallet balance. |
| 6. Logout | - The application will shutdown. |

Ticket booking

The passengers are allowed to book normal(non-concession) journey/return suburban tickets only for Chennai and Mumbai suburban section. The journey date will always be current date. No advance ticket booking is allowed.

- Tickets can be booked by invoking the Mobile Apps on smart phones.
- The passenger will be login to the application by giving Mobile number and password for authentication, which will enable only users who have done the registration for mobile ticket to use the application.
- There are two options given to the passenger to book tickets
 1. Quick Booking
 2. Normal Booking

Transaction Flow in Normal Booking:

Mobile screen shots



- The passenger will be asked to select the source station
 - The application will show list of source station from where ticket printout will be taken by the passenger.
- Allow the passenger to enter the partial/full name of the destination station and shortlist the station using pattern matching software.
 - In case ,there are multiple routes available between the source station and destination station, then the application shows the list of routes and passenger has to select the route.
 - In case of single route, the application will navigate to next screen.
- The passenger will be allowed to select journey details like number of adult passenger and child passengers who want to travel on a ticket.

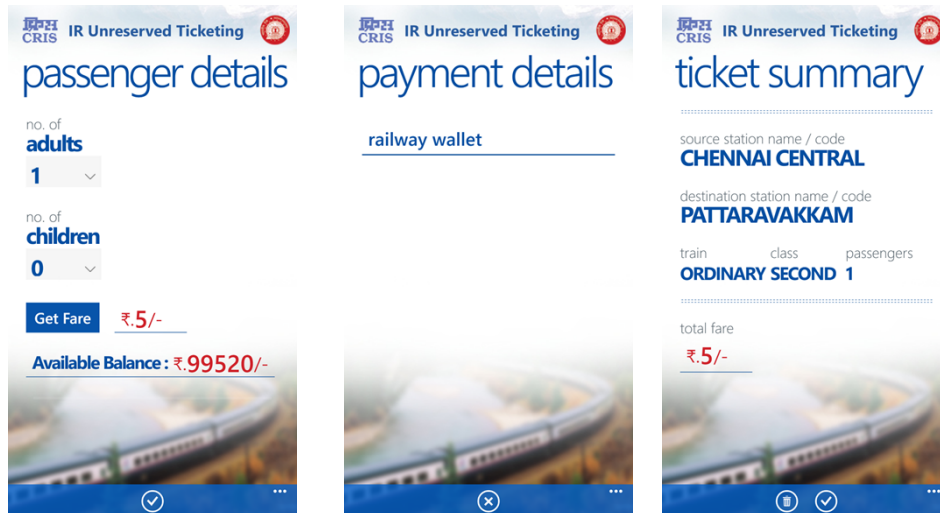
Maximum number of passengers allowed per ticket is based on the Class

Second Class - 4 passengers

First Class - 1 passenger

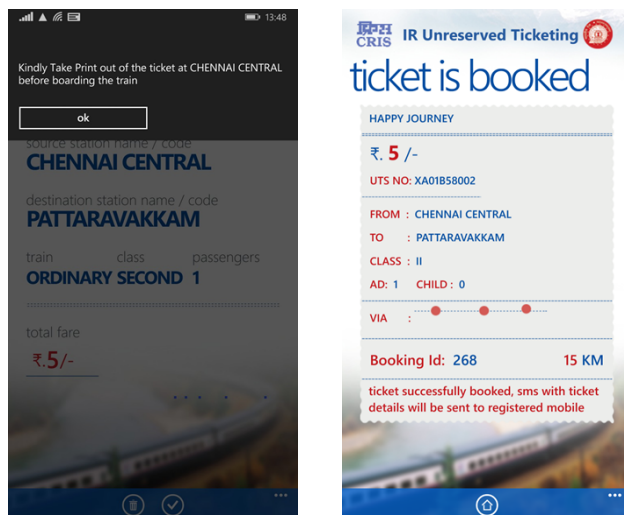
- The passenger can select class of journey; the allowed entries are II for Second class and FC for first class or go with default selected option.
- The passenger will be allowed to select Journey type. The allowed journeys are Single/Return.
- In case of Return Journey, the passenger will not be prompted for Train Type because Return tickets are allowed only in Ordinary Trains.
- In case of Single Journey
 1. Mumbai Suburban: The passenger will not be prompted for Train Type because Suburban tickets are allowed only in Ordinary Trains in Mumbai.
 2. Chennai Suburban: The passenger will be prompted for Train Type. The allowed Train Types are O- Ordinary, E-Express, S- Superfast.

Mobile Screen shots



- The passenger will get fare for the ticket and available balance in the R-Wallet.
- The passenger select the payment option as Railway wallet.
- The passenger will confirm the ticket by pressing proceed button.
- If R-Wallet is having sufficient balance to book the ticket, then the money will deducted from the passenger R-Wallet and ticket will be booked. Otherwise, the application will give a message “Insufficient balance”.

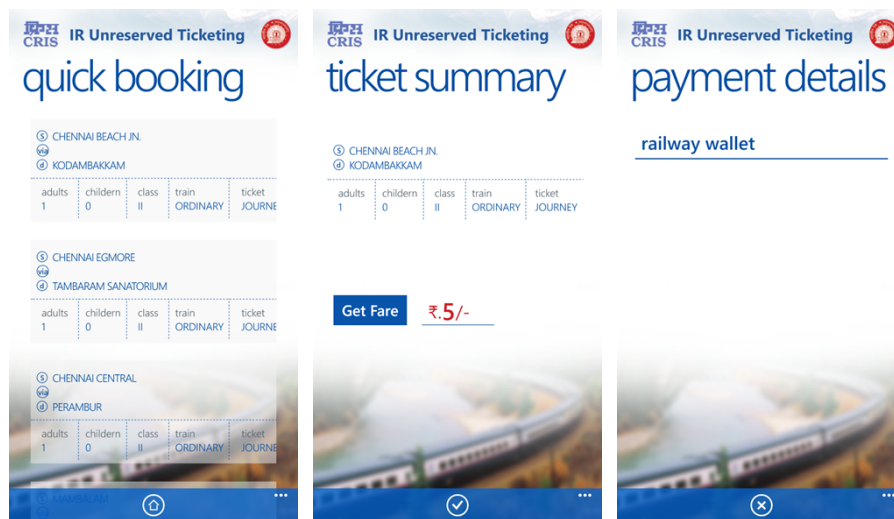
Mobile Screen shots



- The passenger will get confirmation message with ticket information, along with unique booking ID and he/she will be asked to print the ticket at the station using ATVM Kiosk.
- The passenger will be prompted to save this ticket information in Frequent Travel Information(FTI) in case the route is not available in the passenger FTI profile.
- Subsequently, the passenger will get a text message with ticket information as SMS and IRCODE.

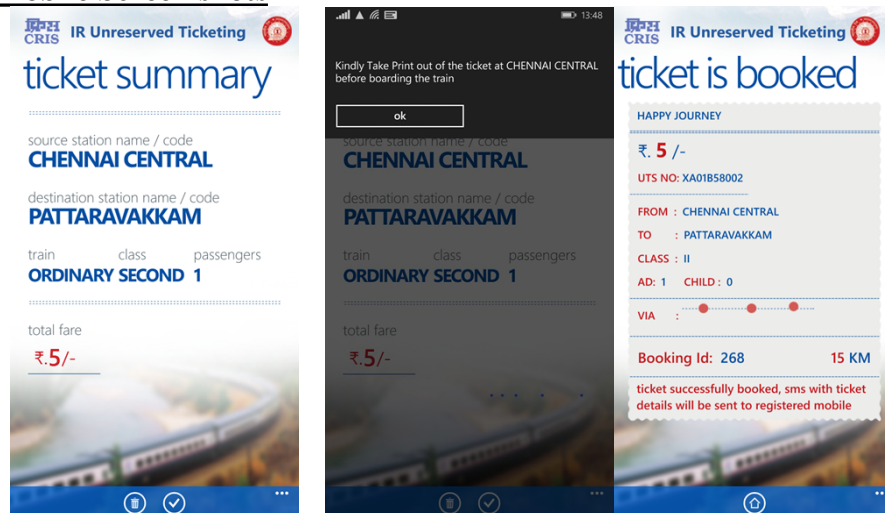
Transaction Flow in Quick Booking:

Mobile Screen shots



- The frequent travel route will be displayed along with default class, ticket type, train type, number of passengers.
- The passenger will select the route.
- The passenger will get fare for the ticket.
- The passenger will select the payment option as Railway Wallet.

Mobile Screen shots

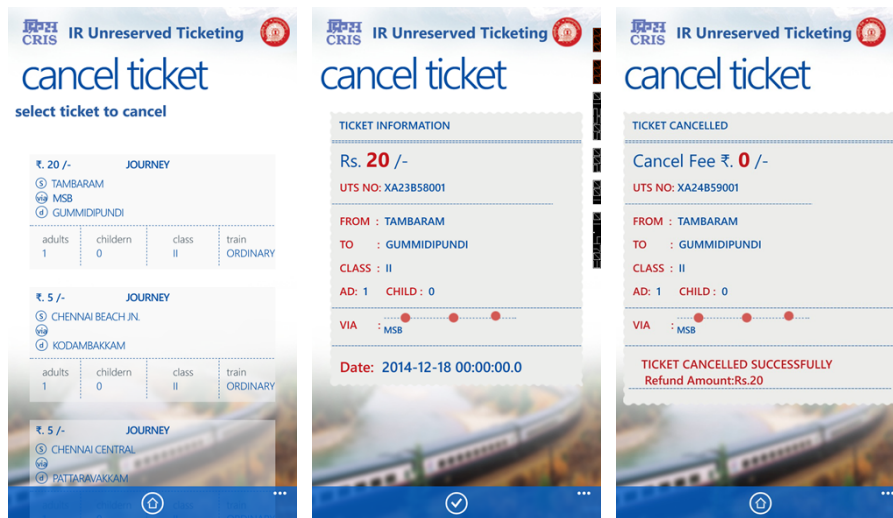


- The system will check whether the passenger R-Wallet is having sufficient balance. If the R-Wallet is having sufficient balance to book the ticket, then the ticket fare amount will be deducted from the passenger R-Wallet and the ticket will be booked. Otherwise, the application will give a message “Insufficient balance”.
- The passenger will get a confirmation message with ticket information along with a unique booking ID and he/she will be asked to print the ticket at the station using an ATVM Kiosk.
- Subsequently, the passenger will also get an IRcode with ticket information as SMS.
- The passenger will be allowed to book a ticket for the current day.

Cancellation of tickets

- The passengers are allowed to cancel the ticket prior printing the tickets at the kiosk. This option will list all the valid tickets purchased by the mobile number.

Mobile Screen shots

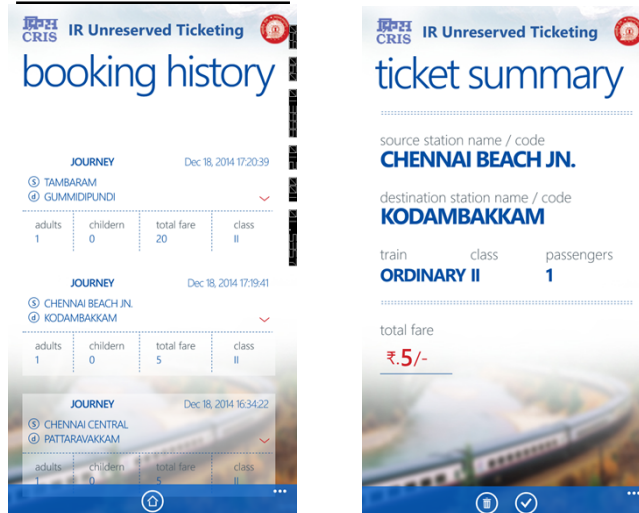


- The passenger can select one of the tickets for cancellation.
- The ticket will be cancelled if the cancellation request is fulfilling the cancellation rule.
- The money will be recouped or refilled into his payment instrument.
- There will not be any cash refund to the passenger.

Booking History

- The passenger can view the last 5 booked ticket details.

Mobile Screen shots



- The passenger can select the particular booking option to see the detailed information of the booking history.

Rebooking Ticket

- There will be an option to re-book the ticket for the current date; the system will automatically change the journey date to current date.
- The passenger will get fare for the ticket.
- The passenger will confirm the ticket by selecting the payment option.
- The System will check whether the passenger R-Wallet is having sufficient balance. If the R-Wallet is having sufficient balance to book the ticket, then the

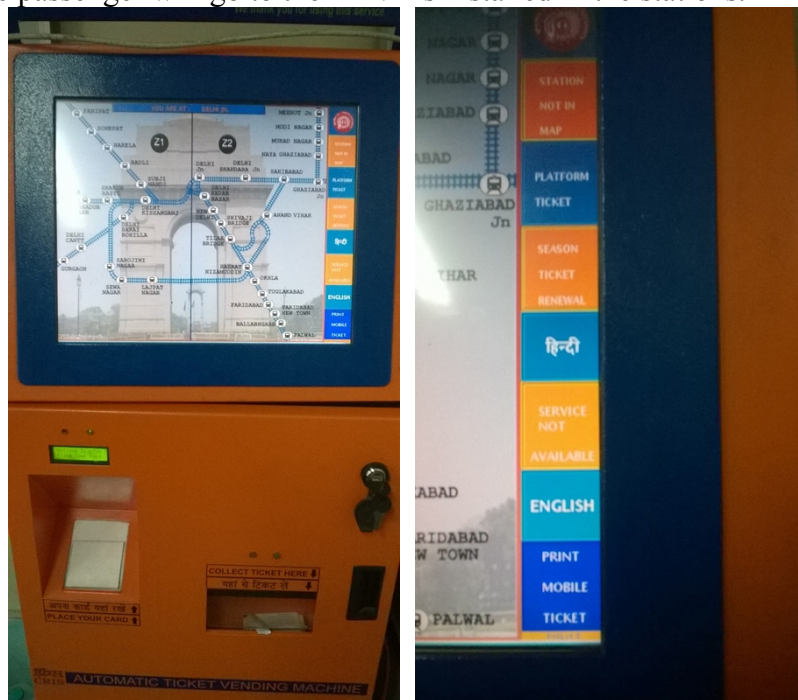
ticket fare amount will be deducted from the passenger R-Wallet and ticket will be booked. Otherwise, the application will give a message “Insufficient balance”.

- The passenger will get a confirmation message with ticket information along with unique booking ID. He/she will be asked to print the ticket at the station using ATVM Kiosks.
- The passenger will be prompted to save this ticket information in Frequent Travel Information.
- Subsequently, the passenger will get a text message with ticket information as SMS and IRCODE.
- The passenger will be allowed to book ticket for the current day.

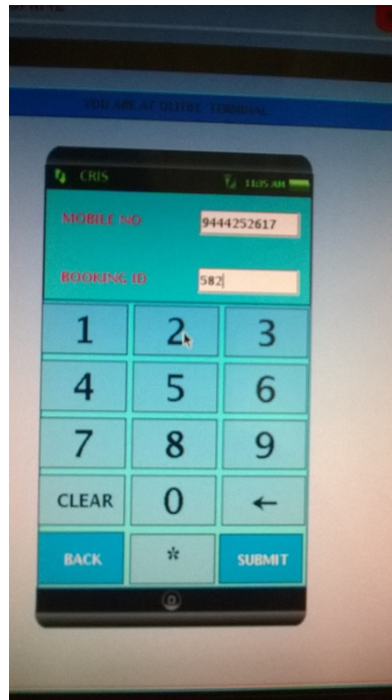
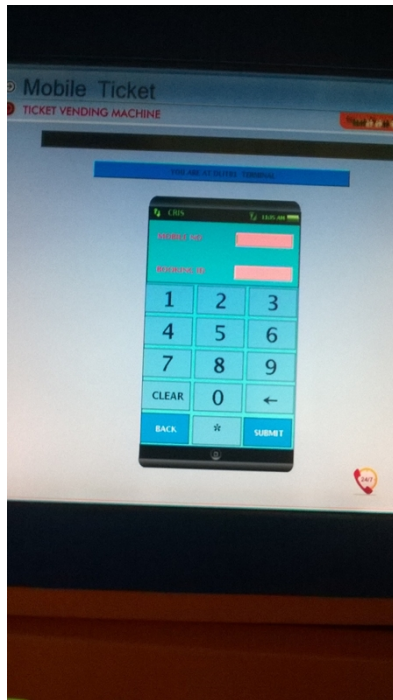
Ticket Printing at the stations

Mobile ticket printing Kiosk

- The passenger will go to the ATVMs installed in the stations.



- The passenger has to press the 'Print Mobile Ticket' option.



- The passenger will type the mobile number and BOOKING ID.
 - If it is valid, then it will print the ticket.
- The journey is allowed only with printed ticket.

Payment

Railway wallet

- The passenger has to use R-Wallet as a payment instrument to book the ticket through mobile application.
- Upon successful registration, R-Wallet will be opened on zero-balance basis for the passenger. The R-Wallet will be linked with the mobile number.
- The passenger has to recharge the R-Wallet either at the UTS counters available in the suburban railway stations or visit the URL <https://www.utsonmobile.indianrail.gov.in>
- Railway wallets are closed wallets and will be used only for Rail ticket booking.
- At the time of ticket booking, the application will check whether the R-Wallet account is having sufficient balance to book the ticket and if the amount is sufficient, then the ticket fare amount will be deducted and ticket will be booked.
- Upon cancellation of ticket, the refund amount will be topped up in the R-Wallet.
