

PT[®]CES

Online service for subscription ticket holders

The introduction of a Customer-E-Service (CES) on the Internet for subscription ticket holders automates time and resource-consuming operations. The service offers subscription ticket holders the opportunity of simply and conveniently ordering subscriptions and making alteration to existing subscriptions themselves around the clock. The transport company thereby transfers some administrative tasks to its subscription ticket holders and automates its sales-related business processes. There is no need for manual processing by an employee, thus saving the transport company a considerable amount of work – particularly during peak periods.

- /// **Process optimization in subscription ticket management**
- /// **Data input passed on to customer**
- /// **Subscription tickets are sent out automatically**
- /// **Closed data management in one system**
- /// **Immediate data availability in the PT[®] background system**

Kartenwahl

Abonnement wählen:

Abo-Fix (mit Lichtbild)

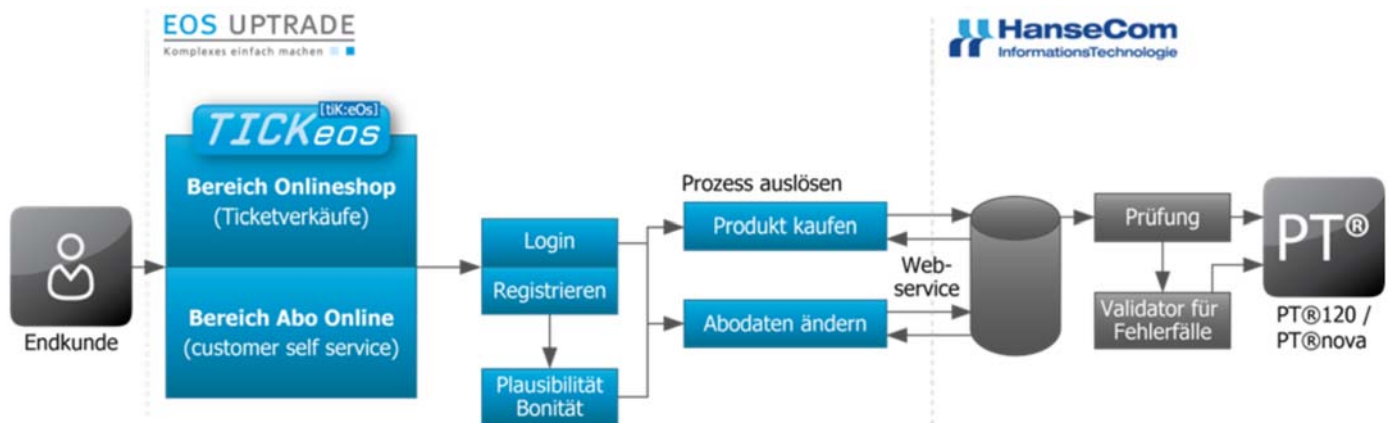
Abo-Fix (persönliche Karte mit Lichtbild)

12 aufeinanderfolgende Kalendermonate. Der Jahrespreis ... oder in zwölf monatlichen



System architecture

The online service for subscription ticket holders allows customers to order their subscription tickets via the Internet and to change their contract data themselves. Following one-time registration and automatic verification (data comparison with PT), subscription ticket holders can edit information such as their address or bank details in the transport company's protected customer area. In the background, the data is synchronously compared with PT and exchanged via web service.



Automated processes

PT CES exchanges data with the PT background system via web services in real time. This means that the TICkeos database only contains the registration data. Customer data is only stored temporarily. If subscription ticket holders edit their contract data via the web shop, the altered data is immediately synchronized with PT. Customers and employees can access (changed) data at any time. Downstream processes such as creating a new ticket are carried out automatically.

The following processes are supported

- Registration
- Editing of customer data
- Overview of contract data
- Application for product/subscription
- Change of product/subscription
- Cancellation
- Notification of loss

Plausibility checks

Plausibility checks on the edited data are carried out dynamically by means of integrated check routines. This allows the level of automation of downstream processes to be determined individually (e.g. validator procedures). Other check routines can be developed at a later stage according to a defined pattern and can be entered in PT customizing.

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