

ISO/TR 20526:2017-07 (E)

Account-based ticketing state of the art report

| Contents | | Page |
|-----------------|--|-------------|
| | Foreword..... | v |
| | Introduction..... | vi |
| 1 | Scope | 1 |
| 2 | Normative references | 1 |
| 3 | Terms and definitions | 1 |
| 4 | Conformance | 2 |
| 5 | Symbols and abbreviated terms | 2 |
| 6 | How does account-based ticketing work | 3 |
| 6.1 | Business roles..... | 3 |
| 6.1.1 | Customer..... | 3 |
| 6.1.2 | Media Provider..... | 4 |
| 6.1.3 | Identity Provider..... | 4 |
| 6.1.4 | Service Operator..... | 4 |
| 6.1.5 | Product Owner..... | 5 |
| 6.1.6 | Account Provider..... | 5 |
| 6.1.7 | Payment Provider..... | 6 |
| 7 | Impact of account-based ticketing | 6 |
| 7.1 | Benefits of account-based ticketing..... | 6 |
| 7.1.1 | General..... | 6 |
| 7.1.2 | Issuing media cost reduction..... | 6 |
| 7.1.3 | Equipment validation simplification..... | 7 |
| 7.1.4 | Business rule seamless update..... | 7 |
| 7.1.5 | Instant product management..... | 7 |
| 7.1.6 | No media/back office reconciliation..... | 7 |
| 7.1.7 | More flexible customer management..... | 8 |
| 7.1.8 | Improved customer service..... | 8 |
| 7.1.9 | Simpler interoperability..... | 8 |
| 7.1.10 | Faster time to market for new technology evolution..... | 8 |
| 7.2 | Disadvantages of account-based ticketing..... | 8 |
| 7.2.1 | General..... | 8 |
| 7.2.2 | Keeping the front-office equipment connected to the back office..... | 8 |
| 7.2.3 | Treating transactions upload as business critical..... | 9 |
| 7.2.4 | Minimizing transaction speed..... | 9 |
| 7.2.5 | Supporting multiple technologies within the front office equipment..... | 9 |
| 7.2.6 | Making AFC back office able to support third-party technology and authentication..... | 9 |
| 7.2.7 | Performing control on read-only media..... | 9 |
| 7.2.8 | Building and maintaining customers' confidence..... | 9 |
| 8 | What are the significant features of account-based ticketing? | 10 |
| 8.1 | Revenue protection and journey recording..... | 10 |
| 8.1.1 | Purpose of recording journeys..... | 10 |
| 8.1.2 | Common approaches and typical data flows..... | 10 |
| 8.1.3 | Functional operations at infrastructure to record journeys..... | 11 |
| 8.1.4 | Controlling fraud..... | 11 |
| 8.1.5 | Implications for inspection..... | 11 |
| 8.1.6 | List management..... | 12 |
| 8.1.7 | Use of media-based data storage other than the token ID..... | 13 |

| | | |
|---------------------------|--|-----------|
| 8.2 | Data privacy..... | 13 |
| 8.3 | Options for travel tokens and management of multiple token credentials | 14 |
| | 8.3.1 Background..... | 14 |
| | 8.3.2 Work to be done | 15 |
| 8.4 | Management of customer accounts with multiple tokens | 16 |
| | 8.4.1 General..... | 16 |
| | 8.4.2 Media technologies..... | 16 |
| | 8.4.3 Impacts of using third party-issued media | 17 |
| | 8.4.4 Implications for fraudulent usage..... | 18 |
| 8.5 | Migration to ABT or server-centric schemes | 18 |
| 8.6 | Integration of urban and long-distance ABT..... | 18 |
| 8.7 | Interoperable ABT systems..... | 20 |
| | 8.7.1 Interoperability issues..... | 20 |
| | 8.7.2 Hub-based interoperable ABT system | 20 |
| 8.8 | Considerations for payment providers | 21 |
| Bibliography | | 23 |