



International Rail Transport Committee
Comité international des transports ferroviaires
Internationales Eisenbahntransportkomitee

Edition 15 December 2024

Glossary

Applicable with effect from 15 December 2024

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<u>Amendment No</u>	<u>Amended items</u>	<u>Applicable with effect from</u>

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Preamble

This Glossary contains terms and expressions used in the CIT Documents for International Rail Passenger Traffic as well as in the Uniform Rules concerning the Contract of International Carriage of Passengers by Rail (CIV) and the Regulation (EU) No 2021/782 of the European Parliament and of the Council of 29 April 2021 on rail passengers' rights and obligations (PRR).

Some of "alias" (synonym terms) and "associated terms" indicated in the Glossary are based on further legislation and sector standards (e. g. TAP-TSI, UIC IRS etc).

For explanations of abbreviations please consult the document "List of abbreviations" on <https://www.cit-rail.org/en/cit-tools/>. Detailed explanations of relevant UIC Leaflets/UIC IRS are to be found in the Manual for International Rail Tickets ([MIRT](#)), Chapter 5.

The descriptions/explanations given for the actors involved in international ticketing (e.g. "distributor") are not intended to give authoritative definitions for all regulatory purposes but they rather attempt to make a contribution to transparency. More detailed explanations of the actors and their definitions applied by different regulations and industry standards are to be found in the [MIRT](#), Chapter 3.

Abbreviation / Term	Description / explanation	Terms in DE/FR	To be found in	Alias / synonym terms	Associated terms
2D barcode	Two-dimensional barcode for encoding of selected data of the ticket in accordance with IRS 90918-9. The barcode is principally intended for encoding of elements to verify the integrity of the data, to permit electronic check-in, opening of platform gates, to allow for back-office purposes etc. The 2D barcode represents a security feature in case of tickets with security in data (SiD) and additional security feature in case of tickets with security in paper (SiP) which is printed on the security paper. The 2D barcode may be a mean to retrieve the information (ticket) from the server in case of tickets with security in system (SiS).	2D-Strichcode Code barre 2D	MIRT		QR-Code Barcode Aztec-Code
A					
Agent	A carrier's point of sale via its own distribution channel. The agent is only representing the carrier and takes no part in the carriage.	Agent Agent	GCC-CIV/PRR		Tour operator
Ancillary service	Services which are offered and provided in addition to the carriage itself.	Zusatzleistung (known also as "Nebenleistung") Prestation accessoire	AIV		
Application for a refund	Claim for a refund for delay or application for an ordinary refund.	Erstattungs-gesuch Demande de remboursement	AIV		
ATB printing process [Automated Ticket and Boarding pass]	Printing process defined by IATA resolution 722e for automated issue of air tickets and boarding passes. The card to be printed is held in the printer as a roll or a fan-folded pile. Printing is by ink ribbon or by a thermal printing process.	ATB-Drucktechnik Technique d'impression ATB	MIRT		

Abbreviation / Term	Description / explanation	Terms in DE/FR	To be found in	Alias / synonym terms	Associated terms
Attributor	The company managing an attributing system, i.e. the electronic system hosting the catalogue of transport services for which a Carrier authorizes Distributors/Issuers to issue Tickets. May be also the same legal entity acting as Carrier.	Zuteilendes Unternehmen Attributeur	MIRT AIV	Allocator	
B					
Business unit	Grouping of railway undertakings supplying together a train service (PRR transport service) which may be branded as a joint train service. They are either formed as commercial companies incorporated in one of the partner's countries or formed into an economic interest grouping (GIE).	Angebotsverband Entité d'offre	AIV		
C					
Cancellation fee	A fixed or variable amount may be withheld from the amount to be refunded, as determined by the carriers' special conditions of carriage. Such fees are associated with → ordinary refunds.	Erstattungsentgelt / Frais de remboursement	MIRT AIV	Refund fee Reimbursement fee	Ordinary refund
Carriage voucher	Contract of carriage for vehicles.	Kfz-Beförderungsschein Bulletin de transport	CIV		
Carrier	See "contractual carrier"	Beförderer Transporteur	CIV PRR GCC-CIV/PRR MIRT MCOOP AIV		
Carrier liable	Carrier who is liable under the CIV Uniform Rules for the death of or personal injury to passengers (Article 26 CIV) or for missing the last connection of the day (Article 32 CIV) and thus has to pay damages.	Haftbarer Beförderer Transporteur responsable	GCC-CIV/PRR AIV		
Carrier responsible for	Carrier (railway undertaking) who is	Für die Hilfeleistung	AIV		

Abbreviation / Term	Description / explanation	Terms in DE/FR	To be found in	Alias / synonym terms	Associated terms
assistance	responsible for providing assistance (re-routing, return to the point of departure, refreshments and other assistance) in accordance with Article 18 and 20 PRR in the event of missed connections and delays.	verantwortlicher Beförderer Transporteur chargé de l'assistance			
Claim	Application from a passenger for compensation for death or personal injury (in accordance with Article 26 et seq in conjunction with Article 55 § 1 CIV) or for other reasons, for example: missing the last connection of the day in accordance with Article 32 CIV; compensation for delay (in accordance with Article 19 PRR); refund in the case of delay (in accordance with Article 18 PRR); ordinary refunds. In the AIV the word "submissions" is used to cover both claims and applications for refunds.	Reklamation Réclamation	CIV AIV	Complaint	
Complaint	PRR concept used to cover any type of claims. In AIV covered by "claim".	Beschwerde Plainte	PRR	Claim	
Conditions	See General Conditions of Carriage (GCC), Special Conditions of Carriage (SCC) and Special conditions of international carriage (SCIC).		MIRT		
Contract of carriage	A contract between carrier(s) and passenger which obliges the carrier(s) taking part in the performance of the contract of carriage to carry the passenger from the place of departure to the place of destination. Contract(s) of carriage are documented by	Beförderungsvertrag Contrat de transport		Transport contract Travel contract	Ticket

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	<p>ticket(s). Tickets act as prima facie evidence of the conclusion and content of the contract of carriage. However, irregularity or loss of the ticket shall not affect the existence or validity of the contract which shall remain subject to the CIV (Article 6 CIV).</p>				
Contractual carrier	<p>An organisation [by or] on behalf of whom a contract of carriage has been concluded, whether the carriage is actually performed by that organisation or by a substitute carrier; in cases of a through-ticket several carriers co-operate as → successive carriers. Then every carrier is responsible for its part [leg] of the journey only.</p> <p>The contractual carrier or successive carriers are indicated on the ticket by their RICS codes. Substitute carriers are not indicated on the ticket.</p>	Vertraglicher Beförderer Transporteur contractuel	CIV AIV MIRT	Carrier	Successive carriers Railway undertaking
Conurbation	Town, city or built-up area in which there are several stations which are not linked by [public] railway infrastructure but by other modes of public transport.	Ballungsraum Agglomération	GCC-CIV/PRR AIV		
Cooperation contract	The cooperation contract forms the legal basis for cooperation between the railway undertakings for the organisation and implementation of an international transport service.	Kooperationsvertrag Contrat de coopération	MCOOP		
Coupon to be written out by hand	Coupon which is partly pre-printed and then written out by hand by	Manuell auszufertigende (Blanko-)	MIRT		

Abbreviation / Term	Description / explanation	Terms in DE/FR	To be found in	Alias / synonym terms	Associated terms
	the issuing office.	Fahrkarten Coupon à établir manuellement			
Cross referencing (electronic page/ document numbering)	A technique which allows documents which are marked as being a through ticket (single contract of carriage) by using electronic document numbering 1/3, 2/3, 3/3. The term “page numbering” is used in UIC IRS 90918-8.	Verkettung Numérotation de page électronique	MIRT	Page numbering Document numbering	
Customer	The activity undertaken in buying the ticket in the name of and for the benefit of the passenger. This entity may differ from a passenger, e.g. company A buys a ticket for a business trip of its employee B. Then A is the customer, B is the passenger. It must be defined who is entitled to which passenger right(s).	Kunde Client	MIRT	Client	
D					
Departure point	Railway station or halt, bus station, bus stop or a port. Departure point may also be a specific region, a specific country or a frontier point.	Abgangsort (known also as “Abfahrtsort“) Lieu de départ	CIV GCC- CIV/PRR MIRT AIV		
Destination point	Railway station or halt, bus station, bus stop or a port. Destination point may also be a specific region, a specific country or a frontier point.	Bestimmungsort (known also as “Zielort“) Lieu de destination	CIV GCC- CIV/PRR MIRT AIV		
Distribution channel	Type of point of sales (such as ticket office, on-board sales, public web services, telesales, mobile ticketing etc.) through which the customer can book tickets and obtain other services (information, refund, complaints).		MIRT	Sales channel	

Abbreviation / Term	Description / explanation	Terms in DE/FR	To be found in	Alias / synonym terms	Associated terms
Distributor	The undertaking providing legal and technical capacity to Issuers to sell Tickets or to provide on-line facilities to Customers to buy Tickets. Besides, the Distributor can offer services to Issuers by assembling O-Ds carried out by different Carriers into complete journeys. The Distributor may be also the same legal entity acting as Carrier and/or Issuer.	Vertreiber Distributeur	MIRT		
Domestic ticket in foreign sales	Ticket which is issued for domestic routes in another country. See also "International ticket".	Binnen-Fahrkarte im Auslandverkauf Titre de transport national vendu à l'étranger	MIRT	National coupon Domestic coupon	
DRTF [Database for Rail Tariffs and Fares]	Database for Rail Tariffs and Fares used for data exchange based on OSDM offline protocol, according to the UIC IRS 90918-10 (former PRIFIS database).	DRTF/DRTF	MIRT AIV		OSDM
E					
Electronic data registration	Electronic registration of electronic ticket data which must be equivalent from the functional viewpoint to the ticket represented by the data printed on paper in so far as concerns the evidential value. Also see "e-ticket".	Elektronische Datenaufzeichnung Enregistrement électronique des données	CIV PRR MIRT		
eTCD [Electronic Ticket Control Database]	Electronic Ticket Control Database is a centralized, real-time passenger ticket management system, based on UIC IRS 90918-4 "E-Ticket Exchange for Control" - the specification for the exchange of control information on tickets and between ticket issuers, TCOs and carriers. System enables also further ticket endorsements (annotations), as such delay confirmation,	eTCD [Elektronische Fahrkartenkontroll datenbank] eTCD [Base de données électronique de contrôle des billets]	MIRT AIV		TCO Carrier Issuer eTicket

Abbreviation / Term	Description / explanation	Terms in DE/FR	To be found in	Alias / synonym terms	Associated terms
	validity extension, fraud detection etc.)				
e-ticket	Ticket held as an electronic data record capable of being transformed into legible written symbols. Several data records form a single contract when they are issued to be a single (through) ticket in accordance with the MIRT.	e-Fahrkarte (also known as "Elektronische Fahrkarte") Titre de transport électronique	GCC-CIV/PRR MIRT		Security in system (SiS)
Endorsement	Separate certificate, stamp, handwritten note on the ticket or electronic notification according to the UIC IRS 90918-4 to confirm e.g. delays, cancellations and to notify other changes to the original ticket.	Bescheinigung Attestation	MIRT AIV		Delay confirmation Certificate about delay Delay stamp
Eurail B.V.	Eurail B.V. (Ltd.) Responsible for Rail Pass Tickets (RPT).	Eurail B.V. Eurail B.V.	MIRT AIV		
F					
Fare	Exact amount of money to be paid by customer for a particular offer.	Preis/ Fahrgeld Prix du transport	MIRT		Tarif
G					
General Conditions of Carriage (GCC)	General Conditions of the carrier(s) prepared in the form of general terms and conditions or tariffs legally in force in each railway undertaking and which become, by the conclusion of the contract of carriage, an integral part of it.	Allgemeine Beförderungsbedingungen (GCC) Conditions générales de transport (GCC)	CIV PRR GCC-CIV/PRR MIRT AIV		
Global Distribution System (GDS)	The legal entity developing and managing a computerized sale system used to store and retrieve information and conduct transactions related to travel, this sale system being capable of keeping inventory correct in real time, and allowing Distributors/Issuers around the world to access the Carrier catalogue of transport services for issuing the	Global Distribution System (Weltweites Vertriebsystem, GDS) Système de distribution globale (GDS)	MIRT		

Abbreviation / Term	Description / explanation	Terms in DE/FR	To be found in	Alias / synonym terms	Associated terms
	relevant Tickets.				
Group ticket	Group-coupon which on its own or together with other group-coupons acts as a ticket for a group.	Gruppenfahrkarte Billet pour groupes	MIRT		
GTC for Successive Carriage	General Terms and Conditions for Cooperating in Providing International Carriage of Passengers using Successive Carriage.	AGB Aufeinanderfolgen de Beförderung CG transport subséquent	MCOOP		
GTC for Substitute Carriage	General Terms and Conditions for Cooperating in Providing International Carriage of Passengers using Substitute Carriage.	AGB Ausführende Beförderung CG transport substitué	MCOOP		
I					
Infrastructure manager	Organisation managing the infrastructure as defined in Directive 2012/34/EU and the CUI Uniform Rules.	Infrastruktur- betreiber Gestionnaire d'infrastructure	CIV PRR MIRT AIV		
IRT [Integrated Reservation Ticket]	Ticket in which a compulsory reservation is integrated. An IRT cannot be issued to/from a frontier point.	IRT (known also as "Globalpreis-fahrkarte") IRT	MIRT AIV		
International ticket	Ticket which is issued for contiguous sections in at least two countries or from a frontier point to a destination point in another country. They may be supplemented by domestic tickets in foreign sales for connecting journeys to the departure point and from the destination point and linked to form a single (through) ticket. See also domestic tickets in foreign sales.	Internationale Fahrkarte Coupon international	MIRT	International coupon	
Issuing undertaking	Undertaking issuing a ticket and usually receiving payment. May be also the same legal entity acting as Carrier and /or Distributor. The issuing	Ausgebendes Unternehmen Entreprise émettrice	MIRT AIV	Issuer	Retailer Distributor Ticket vendor Tour Operator

Abbreviation / Term	Description / explanation	Terms in DE/FR	To be found in	Alias / synonym terms	Associated terms
	<p>undertaking is indicated on the ticket with its (RICS) code and, where appropriate, its logo or abbreviation. Usually, an undertaking responsible for stock control in case of paper tickets.</p> <p>According to the AIV, the issuing undertaking is responsible for handling requests for refunds or delay compensations.</p>				<p>Travel Agent</p> <p>Travel Agency</p>
L					
Lead carrier system	A system where one carrier in a state takes on the role as lead carrier and the other participating carriers in that country are regarded as substitute carriers. Contracts are to be concluded between the lead carrier and the other participating carriers covering the tasks and obligations of all parties.	Systemführerschaft Système avec entreprise centralisatrice	MIRT		
M					
Means of payment	The fare may be paid by cash or by other means. Payment by other means may be by bank card or post office card (payment cards and debit cards), credit cards and charge cards (Visa, Mastercard, Eurocard, American Express, Diners), voucher or other credit means. The fare may likewise be invoiced or payment made using internet-based payment systems.	Zahlungsart Mode de paiement	MIRT		
N					
NRT [Non (integrated) Reservation Ticket]	Ticket without an integrated reservation valid on any (NRT) train of the same carriers serving the route marked on the ticket within a defined validity period. Reservations may (in	NRT	MIRT AIV		

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	some cases must) be purchased together with the ticket.				
O					
Offer	A product sold by an issuing undertaking for a specific tariff with defined conditions of use.	Angebot Offre	MIRT		Product
Ordinary refund	Refund of the fare for reasons solely associated with the passenger (different from a → refund in case of delay according to PRR 2021). Both kinds of refunds, however, must be treated by the → issuing undertaking.	Gewöhnliche Erstattung Remboursement ordinaire	GCC-CIV/PRR AIV	Reimbursement	
OSDM [Open Sales Distribution Model]	Open Sales and Distribution Model is a technical standard for message protocol for ticket sales, reservations and prices distribution. The service provides distribution of international and domestic travel tariffs and prices both in online and offline mode (see “DRTF”), according to the IRS 90918-10. OSDM online specification also consists of the standards for exchanging messages related to claim handling procedures.		MIRT AIV		DRTF
P					
Passenger	The person who intends to make, or is making, or has made a journey using the transport services and other services of one or more Carriers. May be different from the Customer.	Reisender (known also as, Passagier, Fahrgast) Voyageur	PRR MIRT MCOOP AIV	Traveller	Customer Client
Pre-printed ticket	Ticket pre-printed for a specific journey.	Vorgedruckte Fahrkarte Titre de transport préimprimé à destination fixe	MIRT		
Principal carrier	Carrier party to the contract of carriage	Hauptbeförderer Transporteur	AIV MCOOP		

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	with the passenger where substitute carriers also take part in providing carriage (used in the context of substitute carriage in CIT documentation). The principal carrier and the substitute carrier are jointly and severally liable for death and personal injury.	principal			
Product owner	The function undertaken by the organisation which fixes the prices and the commercial conditions of the transport service covered by the ticket.	Produkteigner Propriétaire du produit	MIRT		
R					
Railway undertaking (RU)	Legal entity which offers passenger and/or freight rail transport services. It is a private or public organisation holding the licences and certificates which public law defines as necessary and provide traction for trains.	Eisenbahn- verkehrs- unternehmen Entreprise ferroviaire	PRR MIRT MCOOP		Carrier
RCCST [Rail Credit Card Sized Ticket]	RCCST is a railway standard for the electronic issue of international and national tickets and reservations on paper in credit card format. The RCCST ticket always contains a barcode on the front page.	RCCST	MIRT		
RCT2 [Rail Combined Ticket 2]	RCT2 is the railway standard for the electronic issue of international and national tickets and reservations on paper. It can be used either as ticket only, as reservation only or as combined ticket and reservation, the latter mainly for IRT offers.	RCT2	MIRT		
RCT2 compressed	RCT2 compressed is the railway RCT2 standard for the electronic issue of international, and where appropriate	RCT2 komprimiert RCT2 format réduit	MIRT		

Abbreviation / Term	Description / explanation	Terms in DE/FR	To be found in	Alias / synonym terms	Associated terms
	national, tickets and reservations on paper on which barcodes are also printed.				
Refund in case of delay	Refund in the event of delay of more than 60 minutes expected or sustained in a connecting station or at the destination (in accordance with the contract of carriage) when the passenger asserts that starting or continuing the journey no longer serves a purpose.	Verspätungs- erstattung Remboursement pour retard	PRR GCC- CIV/PRR AIV	Reimbursement	
Reservation ticket	Document which confirms a reservation. A reservation ticket is not a travel ticket unless it is a "ticket + reservation".	Reservierungsbel eg, Reservierung Bulletin de réservation	MIRT		
RPT [Rail Pass Ticket]	Eurail passes, Interrail passes, national passes.	RPT	GCC- CIV/PRR MIRT AIV		
S					
Security background	Background printed on paper documents to provide protection against forgeries, copies and alterations.	Sicherheits- untergrund Fond de sécurité	MIRT		Security in paper (SiP)
Security certificate	Specially coded feature for print@home (A4RT) and e-tickets. The security certificate, in the form of a 2D barcode is an additional security feature.	Sicherheits- zertifikat Certificat de sécurité	MIRT		Security in data (SiD) Security in system (SiS)
Security feature	Features of different types to protect paper documents from forgeries, copies and alterations.	Sicherheits- merkmal Eléments de sécurité	MIRT		
Serial number (stock control number)	The consecutive numbering using a unique serial number (stock control number) is the primary security element for tickets with a CIT security background. The serial number must be printed on every ticket (coupon) for stock control and security purposes.	Ordnungsnummer (known also as "Seriennummer") Numéro continu/ Numéro de contrôle de stock	MIRT		
Service fee	Charge which may be	Servicegebühr,	GCC-	Service charge	

Abbreviation / Term	Description / explanation	Terms in DE/FR	To be found in	Alias / synonym terms	Associated terms
	made by the issuing undertaking (or its agents) for issuing the ticket. It may be shown on the ticket itself (included in the total or additional to the fare proper) or receipted on a separate document.	Bedienungsgebühr (known also as "Serviceentgelt") Bedienungsgebühr Frais de service	CIV/PRR MIRT AIV		
Single commercial transaction	A single commercial transaction means the purchase of one or more tickets at the same time and through the same distribution channel according to the carrier's (railway undertaking's) timetable proposal, leading to one single payment. It does not constitute a single commercial transaction if, despite respecting the single payment obligation: - a customer for an intended entire journey autonomously splits this entire journey into separate journey segments and/or - does not respect the connection time between the individual journey segments proposed in the timetable offer.	Einziges geschäftliche Transaktion Seule transaction commerciale unique	PRR GCC- CIV/PRR MIRT AIV		Through-ticket Single contract of carriage
Single contract of carriage	Contract of carriage which covers the carriage of the passenger from his/her departure to destination point represented by one or several tickets purchased within a single commercial transaction or within the scope of the options agreed by the carriers if the carriers' special conditions of carriage specifically provide for that.	Einziges Beförderungsvertrag (durchgehender Beförderungsvertrag) Contrat de transport unique	GCC- CIV/PRR MIRT AIV	One contract of carriage Single travel contract Through-ticket	
Special conditions of carriage (SCC)	Conditions set by carriers individually or in a marketing union supplementing the	Besondere Beförderungsbedingungen (SCC)	CIV GCC- CIV/PRR MIRT		

Abbreviation / Term	Description / explanation	Terms in DE/FR	To be found in	Alias / synonym terms	Associated terms
	General Conditions of Carriage GCC-CIV/PRR .	Conditions particulières de transport (SCC)			
Special conditions of international carriage (SCIC)	Conditions which carriers either decide individually or agree jointly for particular international rail services or in an international marketing union supplementing the General Conditions of Carriage GCC-CIV/PRR . See also UIC IRS 10106.	Besondere internationale Beförderungsbedingungen (SCIC) Conditions particulières de transport internationales (SCIC)	MIRT		
Station manager	Organisational entity in an EU Member State, which has been made responsible for the management of a railway station.	Bahnhofsbetreiber Gestionnaire de gare	PRR GCC-CIV/PRR MIRT AIV		
Supplementary ticket	A ticket which is issued in addition to the travel ticket(s) and which is used for change of class of travel, change of itinerary, supplements etc.	Ergänzungsschein (known also as "Ergänzungsfahrkarte", "Zusatzfahrkarte", "Aufpreisfahrkarte") Bulletin de supplément	MIRT		
Submission	Comprehensive term to cover claims for all reasons and applications for refunds.	Eingabe Requête	AIV	Complaint	
Substitute carrier	A carrier who has not concluded the contract of carriage with the passenger but to whom the carrier has entrusted the performance of the rail carriage in total or in part. See Article 3b CIV. The substitute carrier is not liable in PRR cases. It is joint and severally liable together with the contractual carrier in cases of death and injury to passengers (Article 26 § 5 CIV) or for the transport of registered luggage - cars on auto trains included - (Article 39 § 4 CIV).	Ausführender Beförderer Transporteur substitué	CIV PRR MCOOP MIRT AIV		

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	Substitute carrier(s) is not shown on the ticket				
Successive carrier	Carrier in a chain of carriers who perform the contract of carriage with the passenger and who are liable for the performance of that contract. Successive carriers are shown in codes on tickets.	Aufeinanderfolgender Beförderer Transporteur subséquent	CIV PRR MCOOP MIRT AIV		
T					
Tariff	Tables of fares with a specific pricing principle.	Tarif Tarif	MIRT		Fare
Through-ticket	Single contract of carriage for successive railway services operated by one or more railway undertakings.	Durchgangsfahrkarte Billet direct	PRR Directive 2012/34/EU	Single contract of carriage	
Ticket	Valid evidence, regardless of its form, of the conclusion of a contract of carriage.	Fahrkarte, Beförderungsausweis Billet, titre de transport	CIV PRR GCC- CIV/PRR MIRT AIV	Transport document	e-ticket NRT IRT RPT Through ticket
Ticket Vendor	Any retailer of rail transport services selling tickets, including through-tickets, on the basis of a contract or other arrangements between retailer and one or more railway undertakings.	Fahrkartenverkäufer/ Vendeur de billets/détaillant	PRR MIRT	Retailer	Distributor Tour Operator Travel Agent Travel Agency
Ticket Controlling Organisation (TCO)	The function undertaken by the organisation which inspects passengers' tickets.	Fahrausweis-kontroll-Organ (know also as "Fahrausweiskontr olierende Stelle") Organisme de contrôle des titres de transport	MIRT		
Transport document	See ticket.	Beförderungsdokument Document de transport	MIRT		
Travel agency	A legal entity which sell rail tickets in the name of and for the account of the carriers, possible in combination with other travel services.	Reisebüro Agence de voyage	MIRT GCC- CIV/PRR		
U					
Unit of account	Currency for the definition of amounts which are to be refunded, paid in	Rechnungseinheit Unité de compte	CIV AIV		

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	compensation or allocated. The unit of account in the AIV is the euro. The unit of account in the CIV (Article 30 § 2) is the special drawing rights (SDR).				