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# Delay Repay Automation for Train Operating Companies

## The challenge

There are 1.7 billion passenger train journeys in the UK annually, and Train Operating Companies must provide Delay Repay compensation for delays of 15 minutes or more. Each claim requires journey verification, fraud checks, and must comply with Office of Rail and Road (ORR) standards. Historically, processes have been manual and inconsistent across TOCs, with limited automation or fraud detection.

| | | | |
|---|---|---|---|
| **8.3M** | **£150M** | **99.1%** | **81.6%** |
| claims processed annually (2024–25) | compensation paid annually | of claims processed within 20 working days (industry standard) | claim approval rate across all TOCs |

## Automating Delay Repay with our Rail Case Management app

Our Rail Case Management app, built on ServiceNow, automates the end-to-end Delay Repay process - from claim submission to payment - reducing cost, risk, and effort while improving passenger satisfaction and compliance. The application also automates wider customer service processes, such as compliments, complaints, lost property, and feedback management.

### Train Operating Companies using the app have achieved:

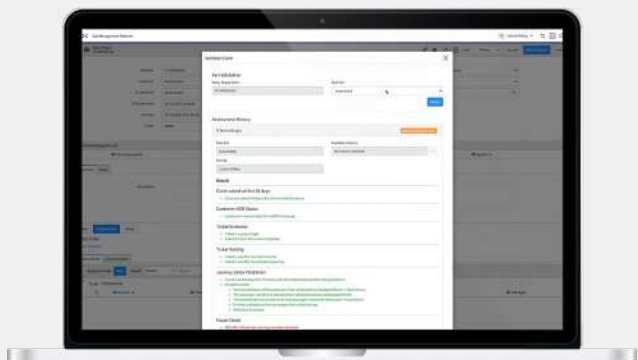| | | | |
|---|---|---|---|
| 70–80% automation of Delay Repay claims of all ticket types | 24–48-hour average payout times for eligible customers | Consistent ORR compliance across all claim types | Improved customer experience through proactive engagement and faster resolution |

## The result

southeastern

"Once we'd set-up UP3's Delay Repay Case Management App alongside the Rail Fraud App, designed and developed around our specific requirements, we were able to automate 70% of compensation claims without them ever even needing to touch a human being."

**- David Banham, Customer Relations Operations Manager**

# Key features

## Automated validation

Integrates with ticketing systems, smartcards (The Key), and Darwin (the national real-time train data source) to automatically validate journeys and confirm eligibility.



## Fraud detection

Connects with UP3's existing fraud app, built on ServiceNow, to identify impossible or duplicate journeys, ensuring only legitimate claims are processed.

**Learn more** >

## Omnichannel engagement

Empowers customers to self-serve while providing quick access to live support for more complex queries. Integrates with your customer portal, supports webchat and with appropriate licensing, social media - allowing customers to engage via their preferred channel.

## Secure payments

Automated bank and PayPal payments directly from the platform using secure integrations, eliminating manual agent processing.

## Case management & QA

Provides workflows for complex cases (such as upgrades, taxi reimbursements, or complaints) with SLA tracking, categorisation, and quality assurance checks.



## Proactive "one-click" claims

Automatically notifies customers when a journey is delayed and pre-populates their claim, improving customer service, fairness and trust.

## Unified digital forms

Built directly in ServiceNow, replacing the previous external web forms for complaints, refunds, and group and assisted travel bookings. Customers can now submit requests seamlessly, ensuring an improved experience for both customers and staff, with all correspondence and data capture in one system.