

20th June 2018

[REDACTED]

Re: FOI Request Response [IE_FOI_141]

Dear [REDACTED]

I refer to your refined request dated 08th February 2018 made under the Freedom of Information Act 2014, which was received on that date for records held by Iarnród Éireann your request sought:

All records relating to a possible fault in the Irish Rail website which may have been used to print numerous tickets after only one was purchased and if this exists, the amount of money this may have cost Irish Rail, including but not limited to letters, emails, internal and online correspondence and reports.

Due to a system error in mid-August 2017, approximately 25 bookings (out of over 1.1 million bookings annually) were reprinted a second time. The total amount of revenue associated with these tickets was approximately €790. The majority of these were genuine customer reprints due to lost tickets and customers who reprinted their tickets on foot of the automated communication from us advising them of a change to their booking.

Yours sincerely,

Gwen Jones

FOI Decision Maker, Commercial Department.

PP 

Ms. Lynette O'Toole

Freedom of Information / Data Protection Executive,

Freedom of Information Request:
Schedule of Records for **IE_FOI_141** : Summary for Decision Making

Record No.	Date of Record	Brief Description	No. of Pages	Decision: Grant/Part Grant/Refuse	Section of Act if applicable	Record Edited/Identify Deletions
A.19.06.18	19th June 2018	Ticket Reprints	1	Granted		

Signed

IE Decision Maker

Freedom of Information Request **IEFOI141**

File Reference no. A19.06.18

I refer to the request which you made under the Freedom of Information Act 2014 for records held by this body:

All records relating to a possible fault in the Irish Rail website which may have been used to print numerous tickets after only one was purchased and if this exists, the amount of money this may have cost Irish Rail, including but not limited to letters, emails, internal and online correspondence and reports.

Due to a system error in mid-August 2017, approximately 25 bookings (out of 1.1 million bookings) were reprinted a second time. The total amount of lost revenue to Iarnród Éireann was approximately €790. Some of these may have been genuine customer reprints due to lost tickets and customers who reprinted their tickets on foot of the automated communication from us advising them of a change to their booking.