

AgentClient.

User manual.

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1. Preface

This manual outlines the most important features for the sale and refund of railway offers via AgentClient. It is not designed as a fare manual but as an instruction manual for salespersons.

Thanks to user-friendly interfaces, the AgentClient is an ideal support tool for the sale of railway tickets. It is specifically adjusted to the needs of travel agencies.

Timetables, product range and relevant upsell options are provided by the system. Moreover, you can display the fare conditions of specific railway ticket offers with one click.

All tickets issued via AgentClient are available as e-tickets. They are personalised. This means that in order to issue a ticket, you need name, first name and birthdate of all passengers.

Because of this step-by-step release, divergences between the user manual and the working system (e.g. arrangement and design of screen shots) are possible.

This manual will be revised on a regular basis and kept as up to date as possible.

1.1. Structuring of the manual

The following pictograms will help with the perusal of the manual.



References the explanations and pictures



Pointer / important information

1.2. Technical requirements

The AgentClient supports the latest versions of Firefox and Chrome as well as Internet Explorer versions 11 and higher.

2. User management

2.1. Creating user accounts

There are 2 user roles in AgentClient:

Administrator	User
- has booking permission for one or more contracts	- has booking permission for one or more contracts
- can create new user accounts	
- can edit or delete user accounts	

Contract: Each partner with access to AgentClient has at least 1 active contract. The contract is set up by SBB/STS and communicated to the administrator. The contract specifies data such as the billing address. A partner may opt to have multiple contracts, e.g. for various branches.

The administrator can create new user accounts with access to one or more contracts. New users receive an email with their username, password and a link to the AgentClient. A contract may have multiple administrators. All user accounts can be edited and deleted by all administrators.

A user has permission to make bookings. In case a user has access to more than one contract, he/she can select the contract he/she wants to work on after login.



If you bookmark the website (add to “favourites”) for access, the active contract will be pre-selected at your next login.

2.1.1. Creating new user accounts (administrator)

Username	Role		
christian.bachofner@swisstravelsystem.com	Administrator		
christoph.leu@swisstravelsystem.com	Administrator		
claudia.leiggenger@sbb.ch	User		

① Show all users

② Add user

Add user

Add user Link existing user

Username ①

User's email address

Password
h4x2row1

Please send to user

Role
User ②

A user role affects all contracts he is linked to

③
 Notify user per mail

CANCEL SAVE

- ① Always enter an email address as username
- ② Choose role (user or administrator)
- ③ Check mark is the default value. The user receives an email with username, password and link to the AgentClient.

2.1.2. Assigning a new contract to an existing user

You have several contracts and an existing user needs user permissions for more than one contract.

The screenshot shows the SBB CFF FFS interface. On the left, there is a navigation menu with options: Timetable, Products, Bookings, and Users. The 'Users' option is highlighted with a red circle ①. The main content area is titled 'User' and contains a table with columns 'Username' and 'Role'. In the top right corner of the main area, there is a blue 'ADD USER' button with a red circle ② next to it.

- ① Click on "Users" on the left
- ② Add user

Add user

Add user Link existing user

Username

User's email address

A user role affects all contracts he is linked to

CANCEL SAVE

- ③ Activate the bar "Link existing user"
- ④ Enter the email address of the existing user

2.1.3. Editing or deleting user accounts (administrator)

User		ADD USER
Username	Role	
christian.bachofner@swisstravelsystem.com	Administrator	<input checked="" type="checkbox"/> <input type="checkbox"/>
christoph.leu@swisstravelsystem.com	Administrator	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
claudia.leiggenger@sbb.ch	User	<input type="checkbox"/> <input checked="" type="checkbox"/>

- ① Click on "Users" on the left
- ② **Delete:** You can delete both user and administrator accounts.
- ③ **Edit:** You can change the permission from user to administrator and vice versa. It is not possible to change the email address.
The same role is valid for all contracts assigned to one user.

Edit User

Username
test-admin@sbb.ch

Role
Administrator ③

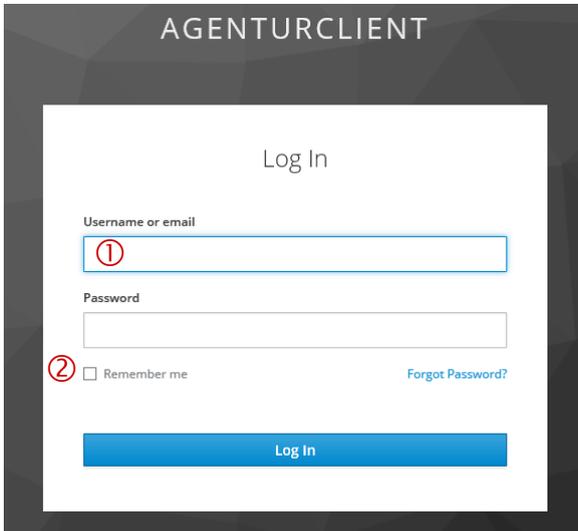
A user role affects all contracts he is linked to

CANCEL SAVE

2.2. Login

Login via <https://www.agentclient.ch> with your email address and password.
You are automatically logged out after 4 hours.

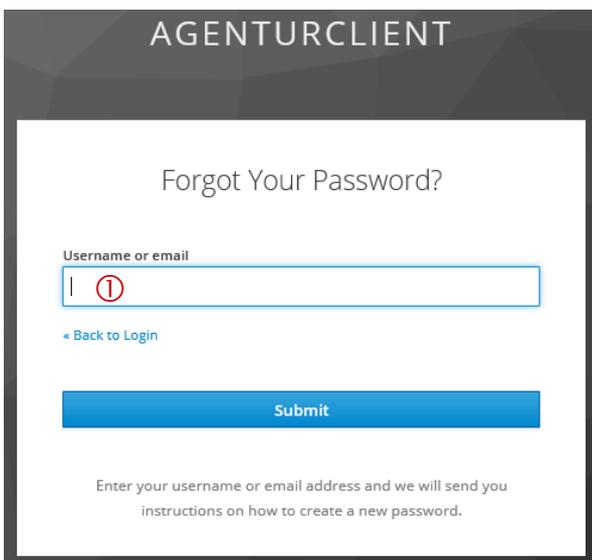
- ① Enter email address and password.
- ② Check the box "Remember me" to stay logged in for 24 hours.



The screenshot shows the login page for AGENTURCLIENT. The page has a dark header with the text "AGENTURCLIENT" in white. Below the header, the text "Log In" is centered. There are two input fields: "Username or email" and "Password". The "Username or email" field has a red circle with the number 1 next to it. Below the "Password" field, there is a checkbox labeled "Remember me" with a red circle with the number 2 next to it, and a link labeled "Forgot Password?". At the bottom, there is a blue button labeled "Log In".

2.2.1. Reset password

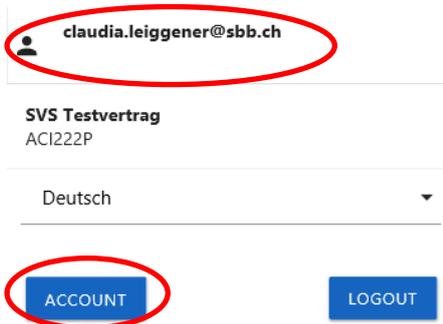
- ① Enter your email address and press "Submit". Shortly thereafter, you will receive an email containing a link with which to create a new password. The link stays valid for only 5 minutes. Afterwards, a new email has to be requested.



The screenshot shows the "Forgot Your Password?" page for AGENTURCLIENT. The page has a dark header with the text "AGENTURCLIENT" in white. Below the header, the text "Forgot Your Password?" is centered. There is one input field labeled "Username or email" with a red circle with the number 1 next to it. Below the input field, there is a link labeled "← Back to Login". At the bottom, there is a blue button labeled "Submit". Below the button, there is a message: "Enter your username or email address and we will send you instructions on how to create a new password."

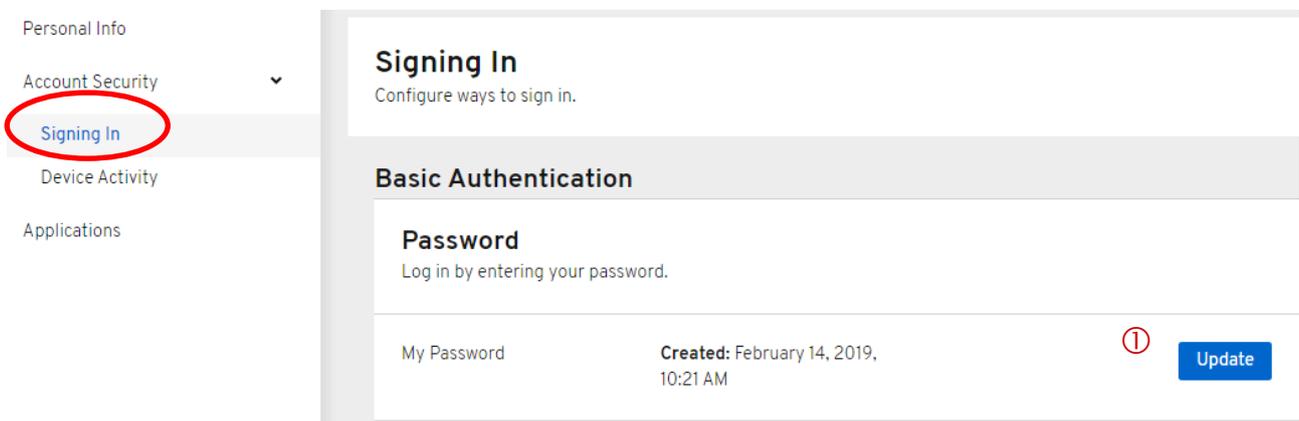
2.2.2. Change password

To change your password, click on your email address in the upper right corner and then on "Account".



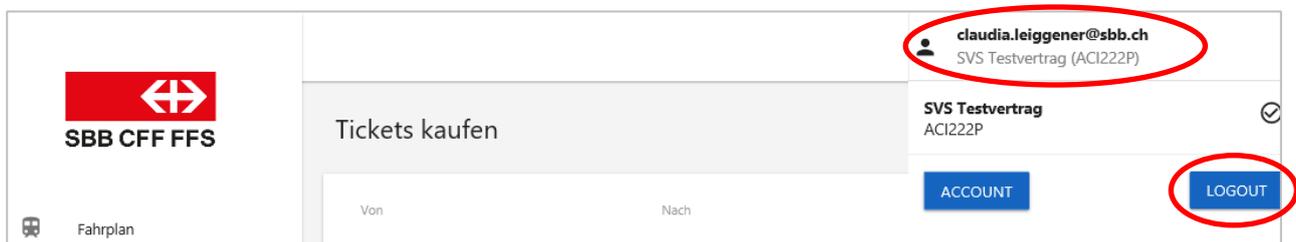
Under "Personal Info / Account Security / Signing In / Password", you can change your password.

- ① Enter your existing password.
Enter the new password in the following field and confirm it.



2.3. Logout user

To logout a user, click the email address in the upper right corner, then click "Logout".



2.4. Switch contract

If you have booking permissions for several contracts, you can switch between contracts after login.

Click on your email address in the upper right corner. All available contracts show up in a pull-down menu. Click the desired contract. The active contract appears under the email address and the box is checked.



The screenshot shows a user profile menu for 'tabea.krebs@sbb.ch' with the contract 'SVS Testvertrag (ACI222P)'. Below the profile, there are three contract options: 'Test RB 1' (TKT222P), 'SVS Testvertrag 2' (ACD222P), and 'SVS Testvertrag' (ACI222P). The 'SVS Testvertrag' option is highlighted with a red box and has a checked checkbox, indicating it is the active contract.

2.5. System language

The user can select between English and German as system language. Click on the email address in the upper right corner and select the language.

The voucher language for the ticket can be selected during the buying process (see chapter [3.2.5](#))



The screenshot shows a user profile menu for 'claudia.leiggener@sbb.ch' with the contract 'SVS Testvertrag (ACI222P)'. Below the profile, there are two language options: 'Englisch' and 'Deutsch'. The 'Deutsch' option is highlighted with a red box, indicating it is the selected system language.



The system language will be carried over at the next login by bookmarking the website (adding to “favourites”) in the browser and accessing it that way.

3. Booking process

You can choose between a timetable-based request and a product-based request. Not every product is available via both options.

Examples:

- Timetable-based: regular tickets, supersaver city tickets, single ticket tariff communities
- Product-based: Swiss Travel Passes, day passes, Tailor-made products

3.1. Navigation

Use the backspace key of the browser to go back one page and respectively the forward key to jump to the next page.

3.2. Timetable-based sale (booking process)

The timetable-based sale starts with a timetable enquiry. Offers are searched according to the entered route, date and time. A selection of possible offers and upsell options is provided for the chosen connection.

3.2.1. Search journey

<p>① Depart</p>	<p>Date of departure If a return ticket is needed, the date and time for the return journey have to be entered. Default value = current date</p>
<p>② Time</p>	<p>Enter departure time of outward journey Time is provided by default (automatically) and can be edited. Input is possible with dot or colon. By activating the button “Dep/Arr”, the entered time can be defined as departure or arrival time.</p>
<p>③ Passenger</p>	<p>Select adult or child by means of drop-down menu Default value = 1 adult</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <p>Passenger</p> <p>Adult (16+)</p> <p>Child (6-16)</p> <p>Child (0-6)</p> </div> <p>Children up to their 6th birthday travel free of charge within Switzerland. Therefore, no tickets are issued for children.</p>

④ Discount card	Select discount by means of drop-down menu Default value = no discount Discount card <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px; background-color: #f9f9f9;">No discount</div> <div style="border: 1px solid #ccc; padding: 5px; background-color: #e0e0e0;">Half-Fare travelcard</div>
⑤ +Add passenger	More passengers including respective discounts can be added. Default value = 1 adult, no discount
⑥ Reset	All input is deleted with the reset button.

3.2.2. Select connection

Outward : Basel SBB → Bern
 Tuesday, 28. May 2024

EARLIER		
Tuesday, 28. May	2nd class	1st class
10:56 → 11:56 1 h 0 min, 0Changes	CHF 27.40 %	CHF 50.40 %
11:01 → 12:24 1 h 23 min, 1Changes	CHF 32.20 %	CHF 57.60 %
11:03 → 12:21 1 h 18 min, 1Changes	CHF 23.20 %	CHF 50.40 %
11:16 → 12:24 1 h 8 min, 1Changes	CHF 27.40 %	CHF 50.40 %
11:28 → 12:26 58 min, 0Changes	CHF 27.40 %	CHF 50.40 %
LATER		

Journey

10:56 Basel SBB, Platform 4

IC 967 **BZFA RRZWR**

11:56 Bern, Platform 7

Legend

BZ = Business Zone in 1st class
FA = Family coach and playarea
R = Reservation possible
RZ = Quite zone 1st class
WR = Restaurant

Connections with discount offers are tagged with a % sign and the fares are “starting from” fares for 1 person.

On the right, the timetable with transfer time(s) is shown including more information about the selected connection, such as optional seat reservation or whether an onboard restaurant is available on the train. In case seat reservation is required, this information is already indicated by the symbol RR in the brief overview.

Select the desired connection and click on fare for 1st or 2nd class in order to get to the next page. Also select the return journey if applicable.

3.2.3. Advanced search

Passenger
Adult (16+) ▼

Discount card
No discount

- ① After entering the departure and arrival stations – and if desired the via stations – the "advanced search" can now optionally be opened.

Select transport type

Luzern -> Flüelen

- | | | |
|---|--|---|
| <input checked="" type="checkbox"/> ICE / TGV / RJX | <input checked="" type="checkbox"/> InterCity / EuroCity | <input checked="" type="checkbox"/> InterRegio |
| <input checked="" type="checkbox"/> RegioExpress | <input checked="" type="checkbox"/> Ship | <input checked="" type="checkbox"/> Regio |
| <input checked="" type="checkbox"/> Bus | <input checked="" type="checkbox"/> Funicular | <input checked="" type="checkbox"/> Car train / Special event train |
| <input checked="" type="checkbox"/> Trams | | |

Flüelen -> Lugano

- | | | |
|---|--|---|
| <input checked="" type="checkbox"/> ICE / TGV / RJX | <input checked="" type="checkbox"/> InterCity / EuroCity | <input checked="" type="checkbox"/> InterRegio |
| <input checked="" type="checkbox"/> RegioExpress | <input checked="" type="checkbox"/> Ship | <input checked="" type="checkbox"/> Regio |
| <input checked="" type="checkbox"/> Bus | <input checked="" type="checkbox"/> Funicular | <input checked="" type="checkbox"/> Car train / Special event train |
| <input checked="" type="checkbox"/> Trams | | |

The type of transport or the train category can be selected for each section.

- ② A quick selection / deselection of all means of transport is achieved using the "cancel selection" / "select all" functions.
- ③ By choosing "select trains only", the system only displays connections by train.

3.2.4. Select travel options

- ① Enter name, first name and birthdate of the passenger. These are mandatory fields. The information can be checked against an official identification document by the train crew. The fare per person is displayed on the right. Other passengers can be added or deleted.

Zürich HB → Brig ①

Date of Travel: Wednesday, 29. May 2024

INDIVIDUAL GROUP

Passengers

First name	Last name	Date of Birth
<input type="text"/>	<input type="text"/>	<input type="text" value="DD.MM.YYYY"/>
Discount card	Dogs	Bikes
No discount <input type="text"/>	0 <input type="text"/>	0 <input type="text"/>

+ ADD PASSENGER × REMOVE

- ② Overview of the selected offer up to this point. The AgentClient will always show you the best price for all passengers travelling together. By clicking the info button, you will receive information about the details and conditions for the offer.
 - ③ Under “Options” you will find relevant upsell offers in order to generate additional sales.
-  The fare is calculated on the basis of the birthdate and is automatically updated. If the birthdate is within the range of a discount for children, the respective child's fare is displayed.

CHF 120.00

2 Passengers

NEXT

Offer

②

2 x Supersaver Ticket: Zürich HB-Brig 
via Bern

2nd class

CHF 120.00

Valid: We, 29.05.2024 11:02

until We, 29.05.2024 13:11

Options

③

1st class + CHF 100.00

Outward

Point-to-point Ticket (via Olten - Bern -
Lötschberg) + CHF 64.00

Point-to-Point Class Upgrade (via Olten - Bern -
Lötschberg) + CHF 10.00

Saver Day Pass + CHF 56.00

Supersaver Ticket (via Bern)

Supersaver Class Upgrade (via Bern) - CHF 28.80

MORE OFFERS

3.2.5. Complete sale

Order review

2nd class, Monday, 21. January 2019

First name	Last name	Date of Birth	Discount card
Test	Test	01.01.1970	Half-Fare travelcard

Passengers ①

CHF 40.20 ⑤ [BUY](#)

1 Passenger

Reference fields ②

Optional reference fields for reports and statistics.

Reference 1:

Reference 2:

Ticket language ③

You can select a different language for the ticket.

Ticket language

English

Outward ④

1 x Supersaver Ticket: Zürich Flughafen-Interlaken Ost ①

Valid: Mo, 21.01.2019 09:46
until Mo, 21.01.2019 11:57

Return

1 x Saver Day Pass: Interlaken Ost-Zürich Flughafen 2 ①

Valid: Sa, 02.02.2019 00:00
until Su, 03.02.2019 05:00

- ① Check the data. If you want to make a correction, return to the previous page.
- ② Reference fields may be filled in (optional).
Reference 1: is shown in the reporting and on the invoice.
Reference 2: is shown in the reporting.
- ③ Select the ticket language: German, French, Italian, English
- ④ Overview of selected offer. Again, you have the option of viewing details and conditions for your offer via info button.
- ⑤ Confirm sale. After this step, the ticket is booked and can only be cancelled via refund.

3.2.6. Obtain ticket

All purchased tickets per person are shown as download options. In case of a return journey, one ticket for the outward and one ticket for the return journey per person are available.

Booking number: 395914783

Ticket download

Download tickets as PDF

DOWNLOAD ALL ①

# Ticket	First name	Last name	Ticket
89099846	Sample	Sabrina	DOWNLOAD ②
89099845	Sample	Mike	DOWNLOAD

Delivery

Send tickets per mail to the customer.

Select the desired ticket format:

PDF

Passbook / Wallet ④

Ticket for Mobile ⓘ

Email ③

Email language
English

SEND

Timetable

Show timetable for this journey

TIMETABLE ⑤

- ① Download / print all tickets
- ② Download / print tickets individually
- ③ You can send the tickets to the passenger directly by email. Simply enter the respective email address. Also, for each sale you will automatically receive a confirmation email to the email address specified in your user profile in "Settings".
- ④ Select the ticket format: PDF, Passbook / Wallet or Ticket for Mobile.
 - PDF tickets have to be presented by the passenger in printed form in case of a ticket control.
 - Passbook / Wallet can be stored in the app or on the mobile phone and shown on the mobile phone in case of a ticket control. A ticket that has been issued via Passbook / Wallet can only be opened and checked on a mobile device.
 - With a Ticket for Mobile, the barcode can be presented directly from any mobile device. Some email clients (e.g. Gmail or older versions of Microsoft Outlook) may not be able to display Ticket for Mobile correctly. Please make sure that the passenger can open the email and present the barcode.

PDF ticket

(L) (SPEZ) (SPEZ) (1/2-ABC)
Order no.: 378685918

Ticket-ID 332946503133

SBB CFF FFS				Supersaver Ticket		Test Test	
Valid: 2019				01.01.1970			
21.01	09:46	Zürich Flughafen	→	Interlaken Ost	21.01	11:57	2
via Zürich - Olten - Bern *****							
only valid for: IC812 IC965							
Reduced fare 1/2						CHF 11.20	
(L) (SPEZ) (SPEZ) (1/2-ABC) (70) Order no.: 378685918 Zürich Flughafen dep 21.01.2019 09:46 Bern arr 21.01.2019 10:58 Bern dep 21.01.2019 11:04 Interlaken Ost arr 21.01.2019 11:57				Article nr.: 4004 incl. 7.70% VAT/SBB			

Special conditions:
- only valid for the itinerary specified in the booking
- class upgrades or route changes are not possible

The current tariff of Swiss transport companies, in particular "general passenger tariff T600" as well as the tariffs of the regional transport and fare networks, apply to the use of E-Tickets.

Extract:
- E-Tickets are personal and not transferable. The ticket has to be presented to the control staff along with an official identity document and/or with any discount card.
- For refunds, the tariff 600.9 or the tariffs of regional transport and fare networks apply.

Reference nr.: 51252780 / 04121500 19700 © SBB AG 0104.08 W082P

Mobile ticket

VALID: 21.01.2019

SBB CFF FFS

Zürich Flughaf...  Interlaken Ost

via Zürich - Olten - Bern Supersaver Ticket single journey

REDUCED FARE 1/2
Test Test 01.01.1970

2. Class




Boarding Pass Fertig

Zürich Flughafen
via Zürich - Olten - Bern
Interlaken Ost

2. Class, single journey, Reduced fare 1/2

CHF 11.20

Valid:
Only valid for: IC812 IC965
Zürich Flughafen dep 21.01.2019 09:46
Bern arr 21.01.2019 10:58
Bern dep 21.01.2019 11:04
Interlaken Ost arr 21.01.2019 11:57

Sold:
04.12.2018 15:00:23

Ticket-ID
332946503133

Reference nr.:
51252780

Order no.:
378685918



Children up to their 6th birthday travel free of charge within Switzerland. Therefore, no tickets are issued for children below 6 years of age.

PDFs as well as mobile tickets are personalised and not transferable. They are valid only in connection with a valid legal document issued to the passenger (passport, identity card, driving license). If a person owns a Half Fare or a GA travelcard, those also count as legal documents.

⑤ Here you can display and print the selected timetable.

3.3. Product-based sale (booking process)

The product-based sale is mainly used for articles which do not require a timetable search such as the Swiss Travel Pass or

3.3.1. Search and select product

Various products can be searched and selected. Not the whole product range is available via “Products”.

The screenshot shows the 'Buy Product' interface for SBB CFF FFS. On the left, a navigation menu includes 'Timetable', 'Products' (highlighted with a red circle), 'Bookings', 'Users', 'Info', and 'Settings'. The main area displays a grid of product cards. A search bar at the top is marked with a red circle and the number 1. The 'Swiss Travel Pass 3 days' card is highlighted with a red dashed border and a red circle with the number 2. The top right corner of the interface shows the text 'SBB RESERVATION (MILICER)'.

① The interactive search works with parts of words, word combinations and numbers.

② Instead of performing a search, you can also click on a product in the displayed button list.

3.3.2. Select travel options

Swiss Travel Pass 3 days
2nd class. Tuesday, 4. December 2018

Passengers ①

Passenger 1 CHF 225.00

First name Last name Date of Birth DD.MM.YYYY

Discount card No discount Country of residence

+ ADD PASSENGER

CHF 225.00

1 Passenger

NEXT

Offer ②

1 x Swiss Travel Pass 3 days ①

Valid: Tu, 04.12.2018 00:00
until Fr, 07.12.2018 05:00

Valid from ③

04.12.2018

Options ④

1st class + CHF 133.00

- ① Enter name, first name and birthdate of the passenger. These are mandatory fields. The information can be matched to an official identification document by the train crew. Depending on the product, some additional information such as the country of residence has to be provided. Other passengers can be entered as well.
- ② Overview of the selected offer up to this point. By clicking the info button, details and conditions for the offer are shown.
- ③ Select the validity date. Default value is the current date.
- ④ An upsell to 1st class can be selected here. The price difference to 2nd class is shown.

3.3.3. Complete sale (see chapter [3.2.5](#))

3.3.4. Obtain ticket (see chapter [3.2.6](#))

3.4. Reservations.

3.4.1. Available services

Panoramic Train	Presale period	Refund via AgentClient*
Bernina Express	Entire booking period from current year open	<ul style="list-style-type: none"> free of charge before day of validity not possible on/after day of validity
Glacier Express	3 months (93 days)	<ul style="list-style-type: none"> free of charge before day of validity not possible on/after day of validity
Glacier Express Excellence Class	Entire booking period from current year open	<ul style="list-style-type: none"> free of charge before day of validity within 24h after booking not possible later than 24h after booking
GoldenPass Express (Montreux-Interlaken Ost-Montreux)	Entire booking period until timetable change in December open	<ul style="list-style-type: none"> free of charge before day of validity not possible on/after day of validity
GoldenPass MOB (Montreux-Zweisimmen-Montreux)	Entire booking period until timetable change in December open	<ul style="list-style-type: none"> free of charge before day of validity not possible on/after day of validity
Gotthard Panorama Express	Entire booking period from current year open	<ul style="list-style-type: none"> free of charge before day of validity not possible on/after day of validity
Luzern-Interlaken Express	Entire booking period until timetable change in December open	<ul style="list-style-type: none"> free of charge before day of validity not possible on/after day of validity

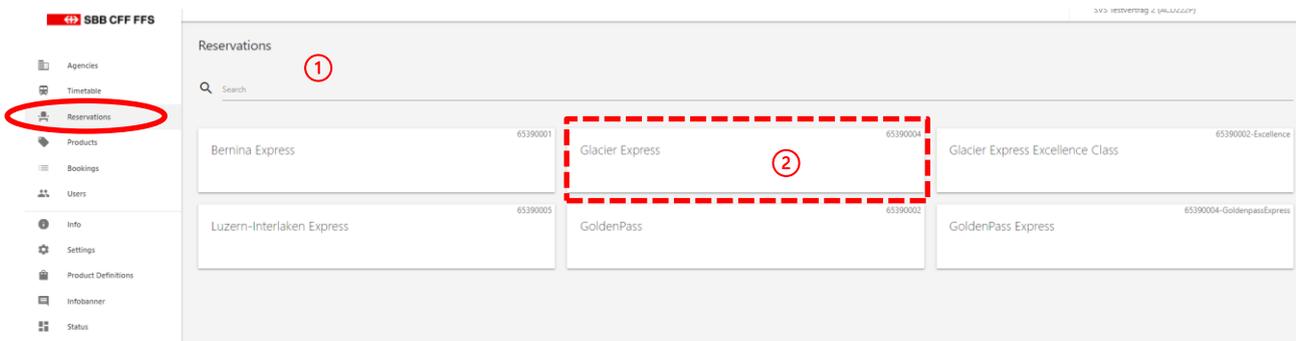


* For more information on the refund process of seat reservations after validity, see chapter [6.3.4. SAV.](#)

Reserving seats is simple and can be done in just a few steps. Exact seats can be selected according to the availability in the coach diagram. Catering (if available) can be booked during the same step. Yet another advantage – no need to fill out every passenger’s information, as only the main passenger’s information is required.

3.4.2. Select the panorama train

Select ‘Reservations’ in the tab on the left.



- ① Search the desired panorama train.
- ② Select the panorama train.

3.4.3. Search and select a connection

To display a connection, the correct panorama train route must be selected.

Buy seatreservations - Glacier Express

From To

Depart Time Dep Arr

- ① Enter the departure point of the panorama train.
- ② Enter the destination of the panorama train.
- ③ Enter the desired travel date.
- ④ Enter the departure or arrival time.
- ⑤ Search for a suitable connection.

Outward: St. Moritz → Zermatt
Monday, 17. October 2022

EARLIER

Monday, 17. October

08:51 → 17:10
8 h 19 min, 0 Changes

09:48 → 18:10
8 h 22 min, 0 Changes

LATER

Glacier Express

Journey

08:51 Glacier Express 903

17:10

- ⑥ Select the desired connection.

3.4.4. Select the seat and additional services

Seats can then be selected from the coach diagram. Green numbers represent available seats. When a seat is selected, it will appear in orange. To show which seats belong to a single compartment, the back of the seats is represented by a black line. After this step, additional services appear below and can be selected for each individual seat.

St. Moritz → Zermatt

Date of Travel: Monday, 17. October 2022

Glacier Express 903

Wagon 22 | 1st class

Wagon 25 | 2nd class

Legend
■ Seat available ■ Seat unavailable ■ Seat selected

CHF ---,-- **NEXT** ④

2 Passengers

4-person compartment

Wagon 22 - 13

Dish of the day (meat) [CHF 34.00] Dish of the day (vegetarian) [CHF 34.00]

2-course meal (meat) [CHF 40.00] 2-course meal (vegetarian) [CHF 40.00]

3-course meal (meat) [CHF 47.00] 3-course meal (vegetarian) [CHF 47.00]

4-course meal (meat) [CHF 52.00] 4-course meal (vegetarian) [CHF 52.00]

Wagon 22 - 14

Dish of the day (meat) [CHF 34.00] Dish of the day (vegetarian) [CHF 34.00]

2-course meal (meat) [CHF 40.00] 2-course meal (vegetarian) [CHF 40.00]

3-course meal (meat) [CHF 47.00] 3-course meal (vegetarian) [CHF 47.00]

4-course meal (meat) [CHF 52.00] 4-course meal (vegetarian) [CHF 52.00]

- ① Select the desired seats in the desired class.
- ② Select additional services for the first seat (coach 22 – seat 13).
- ③ Select additional services for the second seat (coach 22 – seat 14).
- ④ Click on the 'Next' button.

3.4.5. Enter main passenger's information

The main passenger's personal information must be entered. During this step, the total price together with additional services is calculated and displayed.

St. Moritz → Zermatt

Date of Travel: Monday, 17. October 2022

Passengers

Main traveller

First name: ①

Last name: ①

Date of Birth: ①

CHF 202.00 **NEXT** ③

2 Passengers

Offer

1 x Reservation: Glacier Express ① ②

Valid: Mo, 17.10.2022 08:51
until Mo, 17.10.2022 17:10

1 x 4-course meal (vegetarian) ①

1 x Reservation: Glacier Express ①

Valid: Mo, 17.10.2022 08:51
until Mo, 17.10.2022 17:10

1 x 4-course meal (meat) ①

①

Enter the first name, surname, and date of birth of the main passenger.

- ② The selected services will be listed again on the left.
- ③ Click on the 'Next' button.

3.4.6. Complete sales (see chapter 3.2.5)

3.4.7. Confirm reservation

4. Tailor-made products (TAM).

TAMs are net-price products specifically designed to meet the individual needs of a tour operator and may only be sold as part of a package offer. TAMs are available to selected TOs and are issued in the product-based sale.

4.1.1. Search and select product (see chapter 3.3.1)

4.1.2. Select travel options.

TAM_Glacier- & Bernina Express

Swiss Half Fare Card

Valid from 17.08.2021 ①

Offering Parts ②

Regular direction Reversed

Description				
<input checked="" type="checkbox"/> Transfer St. Moritz	From: Zürich Flughafen	To: St. Moritz		③
<input checked="" type="checkbox"/> Bernina Express optional	From: St. Moritz	To: Tirano		
<input checked="" type="checkbox"/> Glacier Express	From: St. Moritz	To: Zermatt	Via: Disentis/Mustér	
<input checked="" type="checkbox"/> Gornergrat excursion optional	Gornergrat excursion			

- ① Select the first day of validity for the Swiss Half Fare Card (this may be before the first day of validity for the individual legs).
- ② The whole route can be reversed by toggling the slider.
- ③ Select start point/route using the timetable, opens in a new window.

From To

Depart Time Dep Arr

EARLIER

Tuesday, 17. August

09:15 → 13:00 3 h 45 min, 2 Changes	<input type="button" value="SELECT"/>
09:48 → 13:09 3 h 21 min, 2 Changes	<input type="button" value="SELECT"/>
09:48 → 13:09 3 h 21 min, 2 Changes	<input type="button" value="SELECT"/>
10:18 → 14:00 3 h 42 min, 2 Changes	<input type="button" value="SELECT"/>
11:15 → 15:00 3 h 45 min, 2 Changes	<input type="button" value="SELECT"/>
11:15 → 15:00 3 h 45 min, 2 Changes	<input type="button" value="SELECT"/>
11:48 → 15:09 3 h 21 min, 2 Changes	<input type="button" value="SELECT"/>

LATER

Journey

09:15 Zürich Flughafen
IR 75

09:25 Zürich HB

13 min Change

09:38 Zürich HB
IC 3

10:52 Chur

6 min Change

10:58 Chur
IR X

13:00 St. Moritz

④ If this field is open, enter the departure and/or destination locations.

⑤ Select the date and time.

Please note: the time is **not** printed on the ticket, and it is therefore not linked to a train or time. It is important to choose the correct route (Via) and the correct travel date.

⑥ Select the preferred route → Note the transfer locations.

<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	17.08.2021	Transfer St. Moritz	From: Zürich Flughafen	To: St. Moritz	<input checked="" type="checkbox"/>
⑧ <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Bernina Express optional	From: St. Moritz	To: Tirano	⑨ <input type="button" value="→"/> <input type="button" value="←"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Glacier Express	From: St. Moritz	To: Zermatt Via: Disentis/Mustér	<input type="button" value="🚂"/>
⑧ <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Gornergrat excursion optional	Gornergrat excursion		⑩ <input type="button" value="🏠"/>

⑦ When a route is selected a green tick box will appear.

⑧ Blue tick boxes represent optional routes and can be included or excluded by clicking on them.

⑨ Routes with an outward and a return journey are shown with two arrows. After selecting the connections, the colour of the boxes will change to green.

- ⑩ For products without the option to select a connection (e.g. mountain excursions), the date for the excursion can be selected by clicking on the calendar box.

Swiss Half Fare Card

Valid from
17.08.2021

CHF 278.70
1 Passenger

Next

Offering Parts

Description	From	To	Regular direction	Reversed
<input checked="" type="checkbox"/> 18.08.2021 Transfer St. Moritz	Zürich Flughafen	St. Moritz	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Bernina Express	St. Moritz	Tirano	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> 19.08.2021 Glacier Express	St. Moritz	Zermatt	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> 20.08.2021 Gornergrat excursion	Gornergrat excursion			<input checked="" type="checkbox"/>
<input type="checkbox"/> Matterhorn glacier paradise excursion	Matterhorn glacier paradise excursion			<input type="checkbox"/>
<input checked="" type="checkbox"/> 21.08.2021 Rothorn excursion	Rothorn excursion			<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> 21.08.2021 Transfer Zermatt	Zermatt	Genève-Aéroport	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Outward

- 1 x Swiss Half Fare Card (Tailor-made)
- 1 x Point-to-point ticket Net Cat. 3: Zermatt-Genève-Aéroport
- 1 x Point-to-point ticket Net Cat. 3: Zürich Flughafen-St.Moritz
- 1 x Point-to-point ticket Net Cat. 3: St.Moritz-Zermatt

Outward / Return journey

- 1 x Gornergrat Net
- 1 x Rothorn, Zermatt Net

Options

- 1st class + CHF 101.20

- ⑪ Selected routes / dates are marked with a green tick. After selecting all the legs to be included, the total price is calculated and displayed.
- ⑫ An upsell to 1st class can be selected here under “Options”. The remaining boxes have no impact on the TAM and can be ignored.
- ⑬ All routes (including date and class) are shown in this overview.

Passengers

Passenger 1 CHF 278.70

Date of Birth DD.MM.YYYY

First name Last name

Discount card Country of residence

Swiss Half Fare Card

+ ADD PASSENGER

Enter the first name, last name, date of birth and country of residence under “Passengers”. These are mandatory fields. The information can be checked against an official identification document by the train crew. Other passengers can be entered or removed.

- ⑭ If a Swiss Half Fare Card is integrated in the TAM, the discount card is selected by default and does not need to be adjusted.

4.1.3. Complete sale (see chapter [3.2.5](#))

4.1.4. Obtain TAM ticket

There are two purchase options for TAM tickets:

- One PDF per route / product and person; see chapter [3.2.6](#).
- Combined printing

Combined printing is only for TAM tickets. Up to six tickets can be printed on one A4 sheet. The tickets are sorted chronologically and grouped by person. Each page only shows tickets for one person. If vouchers are also included in the TAM journey, these are shown on a separate A4 page.

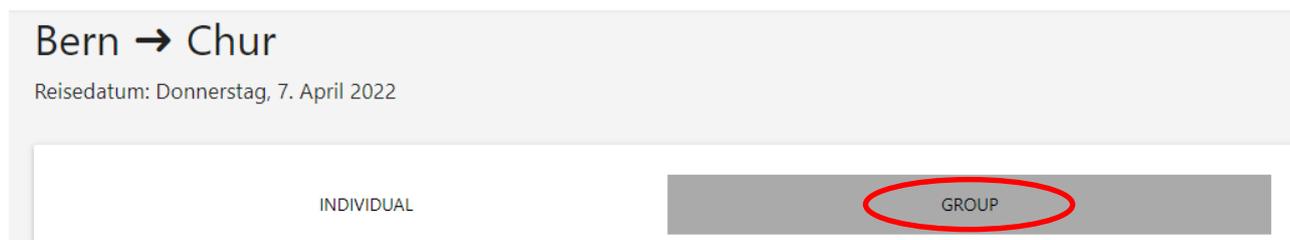
4.1.5. Refunding of TAM tickets (see chapter [6.3.1](#))

5. Group tickets

For the national public transport, a group ticket **with** price imprint and a group ticket **without** price imprint (for package tours) are available. In addition, there are also group tickets available for the regional fare networks.

5.1. Group tickets with price imprint

Search journey and select connection the same way as for the sale of individual tickets, see chapter 3.2.1. The entry of traveller information can be dispensed with. Selecting the "Group" button takes you to the group ticket.



5.1.1. Record details about the group

For group tickets, the details of the tourguide and the travel group are recorded.

Tourguide

The group leader is the person in whose name the booking is made. The group leader must be present from the start of the group journey and provide ID on request.

First name	Last name	Date of Birth
_____	_____	DD.MM.YYYY _____

Travel group

Group information

Group name

Number of tickets required for the group discount

GA travelcard 1st class	Group Half Fare Card	Group Child 0-6
_____	_____	_____
Group Adults	Youth 6-25	GA travelcard 2nd class
_____	_____	_____
Dog		

After entering the number of tickets per category, the price is calculated and displayed.

5.1.2. Complete sale (see chapter [3.2.5](#))

5.1.3. Obtain group tickets (see chapter [3.2.6](#))

For group tickets, one ticket is issued for the entire group. Not every participant receives a separate ticket.

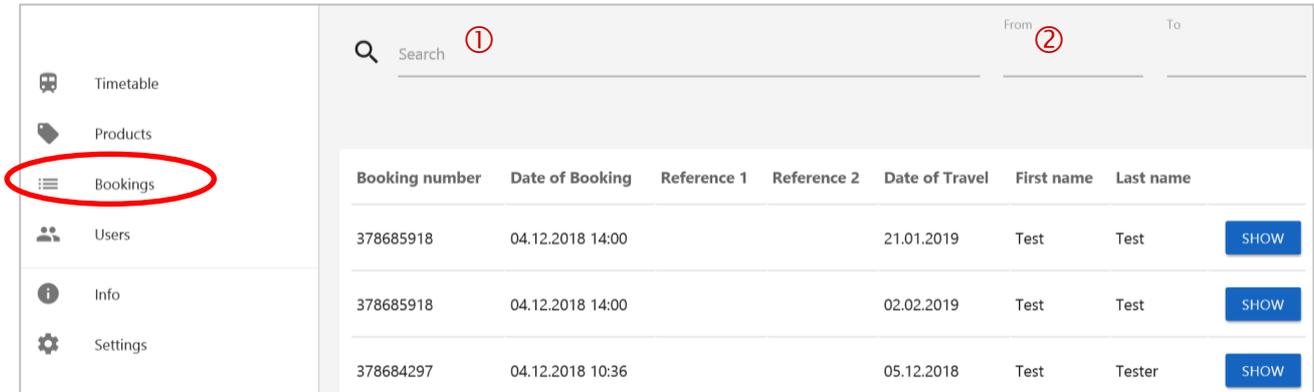
5.2. Group tickets without price imprint

For package tours, there is the option of issuing group tickets without price imprint. The selection of group tickets without price imprint is made via product-based sales process, see chapter 3.3. After entering the desired timetable data, the required information on the group is recorded in the same way as for timetable-based sales.

6. SAV – Service-Après-Vente

6.1. Search for sold services

Via the index “Bookings”, a sale can be searched, displayed and cancelled.



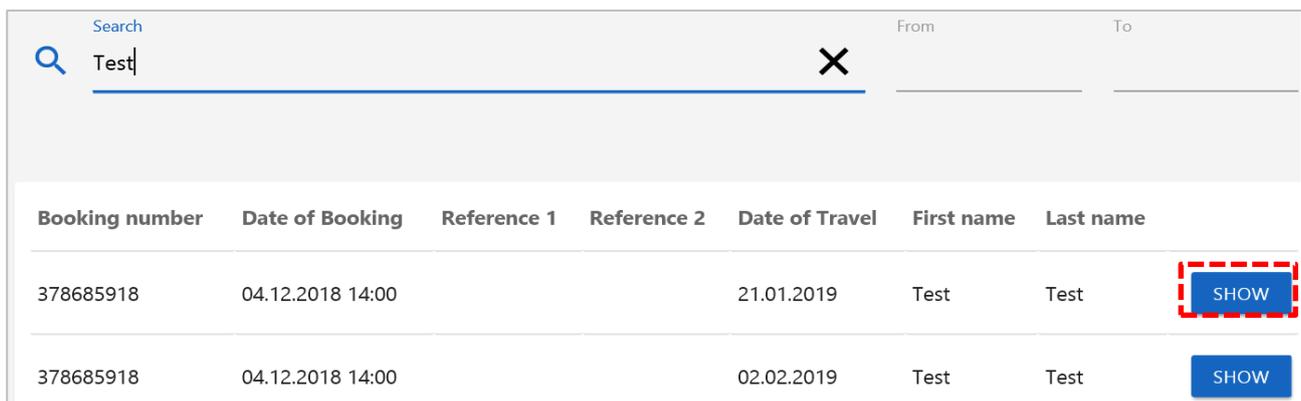
Booking number	Date of Booking	Reference 1	Reference 2	Date of Travel	First name	Last name	
378685918	04.12.2018 14:00			21.01.2019	Test	Test	SHOW
378685918	04.12.2018 14:00			02.02.2019	Test	Test	SHOW
378684297	04.12.2018 10:36			05.12.2018	Test	Tester	SHOW

Without a search keyword, the last sales are listed in chronological order.

Purchases that have been done by your co-workers via this contract are also listed and can be displayed or refunded.

- ① The following search keywords can be used to search for a booking:
- Order number
 - Name and first name of a passenger
 - Reference 1 and Reference 2
- ② Search for a time period:
- Selection of dates via calendar. This restricts the booking period as well as the travel date.

The search is dynamic. The more parameters you enter, the more exact results you get.



Booking number	Date of Booking	Reference 1	Reference 2	Date of Travel	First name	Last name	
378685918	04.12.2018 14:00			21.01.2019	Test	Test	SHOW
378685918	04.12.2018 14:00			02.02.2019	Test	Test	SHOW

6.2. Reprinting of tickets

Tickets can be reprinted at will after issuing. Reprinting is possible until 1 year after the travel date.

Booking

Details

Booking number:	378685918	Reference 1:	
Date of Booking:	04.12.2018 14:00	Reference 2:	

[COMPLETE REFUND](#) [RESEND TICKETS](#)

Supersaver Ticket (49582320)

👤 Test Test	📅 21.01.2019
💰 11.20 CHF	🎫 2. KI
🕒 Valid in Future	

[TICKET](#) [REFUND](#)

Saver Day Pass (49582321)

👤 Test Test	📅 02.02.2019
💰 29.00 CHF	🎫 2. KI
🕒 Valid in Future	

[TICKET](#) [REFUND](#)

6.3. Refunding of tickets

Tickets can be refunded directly via AgentClient until 1 day prior to the first day of validity, provided the chosen fare allows for a refund.



A change of the e-ticket is not possible. If the travel date or the name of a passenger change, a new ticket has to be issued and the original ticket has to be refunded if the chosen fare allows for a refund.

Booking

Details

Booking number: 379359402 **Reference 1:**

Date of Booking: 11.12.2018 09:33 **Reference 2:**

① [COMPLETE REFUND](#) [RESEND TICKETS](#)

Supersaver Ticket (50673571)	Individual Tickets (50673570)
<p>👤 Test Test 📅 22.01.2019</p> <p>💰 27.00 CHF 🎫 1. KI</p> <p>🕒 Valid in Future</p>	<p>👤 Test2 Test2 📅 15.01.2019</p> <p>💰 45.00 CHF 🎫 1. KI</p> <p>🕒 Valid in Future</p>
<p>TICKET REFUND</p>	<p>TICKET ② REFUND</p>

- ① The complete booking with all included tickets can be refunded.
- ② Selecting a single ticket for refund is also possible.

After the ticket has been successfully refunded, a confirmation is shown.

Refund Successful

The refund of the tickets was successful.

[BACK TO BOOKING](#)

Individual Tickets (50673570)

👤 Test2 Test2 📅 15.01.2019

💰 45.00 CHF 🎫 1. KI

🕒 Refunded ③

[TICKET](#)

- ③ Refunded tickets are labelled “refunded”.

In case you select a ticket for refund that cannot be refunded because of fare conditions (e.g. a supersaver ticket), the annotation “A refund is not possible.” is shown.

Refund

Supersaver Ticket (50673571) 27.00 CHF

A refund is not possible.

Test Test 22.01.2019
 27.00 CHF 1. KI
 Valid in Future

6.3.1. Refunding of Tailor-made tickets.

It is possible to refund the complete booking with all included tickets or individually selected tickets, see chapter [6.3](#).

To issue a new ticket for an individually refunded ticket (e.g. for a different date), the corresponding "Point-to-point Ticket Net **Cat. XY**" must be selected in the product-based sale.

① **Note:** The category of the new Point-to-point Ticket Net must match the category of the refunded ticket.



Point-to-point Ticket Net are subject to the rules and regulations of Tarif 673 and may only be sold in conjunction with TAM products (part of a package offer).

Refunded ticket

Point-to-point Ticket Net Cat. 4 ①

Margareth Rose 21.08.2021
 48.80 CHF 1. KI
 Refunded

TICKET

Selection of the new ticket in the product-based sale

Point-to-point Ticket Net Cat. 4 ① 40057

6.3.2. Refunding of group tickets.

Tickets can be refunded free of charge via the AgentClient until one day prior to the first day of validity (see chapter 6.3).

In the event of a confirmed change in the number of PAX from the first day of validity, the agent must issue a new group ticket with the correct number of participants and send it together with the ticket to be refunded to partnersupport@sbb.ch.

6.3.3. Refunding of already validated or expired tickets

- ① Tickets that are already validated or have expired cannot be refunded via AgentClient.
- ② Requests for refunding can be made by means of an online form, which can be viewed and submitted under “Info”. Fill in and submit electronically. The request will be processed within 5 working days. The refund is done according to the chosen fare (fees apply). You can check under “Bookings” whether a ticket has already been refunded.

The screenshot shows the SBB CFF FFS AgentClient interface. On the left is a sidebar with navigation icons and labels: Timetable, Products, Bookings, Users, Info (with a red circled 2), and Settings. The main content area is titled 'Booking' and contains a 'Details' section with the following information: Booking number: 378684297, Date of Booking: 04.12.2018 10:36, and a blue button labeled 'RESEND TICKETS'. Below this is a section for 'Individual Tickets (49579814)' showing details for 'Test Tester' (04.12.2018, 80.00 CHF, 2. KI) and a status of 'Expired' (with a red circled 1). A blue button labeled 'TICKET' is also present. At the bottom, a red box highlights a message: 'Refund requests can be sent to the Service Center. You find the form in section <Info>'.

6.3.4. Refunds of seat reservations (panoramic trains).

Seat reservations, like regular tickets, can be refunded free of charge in the AgentClient up to one day before the 1st day of validity. For refund requests of already valid or expired seat reservations, the same process applies as for regular tickets (see chapter [6.3.3](#)).



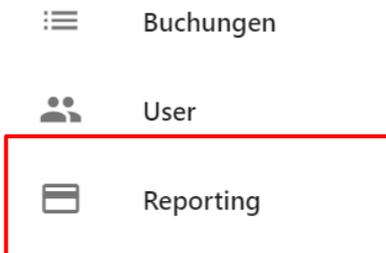
Except for the Glacier Express Excellence Class, which can only be cancelled free of charge 24 hours after booking.

6.3.5. Service error on the day of issue

Refunds for mistakenly issued tickets, can be obtained free of charge, if they are marked as "Dienstfehler" / "service error" and submitted via the online form to the Businesstravel Service Center on the same day (day of issue).

7. Reporting

Reporting is in the tab on the left. If you are entered as a user or administrator for only one contract, this is shown automatically in reporting. If not, enter the desired contract number. You can also display the report for several contracts, provided you are entered as a user or administrator for them. Select the desired period or invoice number for reporting (today's date is also possible) and click on the blue button.



Verträge Rechnungs-Nr. Von Bis

Team DAA (DAA222P) × Rechnungs-Nr. 04.01.2024 04.01.2024 ↓

The report is provided as an Excel file. The dossier number is also visible as the order number under Bookings in the AgentClient. 'Type' shows you whether the item is a sale, a refund or a deductible. The invoice number indicates the invoice on which the item was billed. If this field is empty, the item has not yet been billed. If today's reporting is displayed, the commission is displayed as CHF 0. It always takes a night for the correct commission rate to be shown.

Vertrag	Dossier-Nr.	Typ	Rechnungs-Nr.	Buchungsdatum	Erstattungsdatum
	67880925974	ERSTATTUNG	9454097712		04.01.2024
	67880925974	ERSTATTUNG	9454097712		04.01.2024
	68692628419	ERSTATTUNG	9454097712		04.01.2024
	68692628419	ERSTATTUNG	9454097712		04.01.2024
	68692628419	SELBSTBEHALT	9454097712		04.01.2024
	68692628419	SELBSTBEHALT	9454097712		04.01.2024
	69075228834	ERSTATTUNG	9454097712		04.01.2024
	71143028607	ERSTATTUNG	9454097712		04.01.2024
	71227629026	ERSTATTUNG	9454097712		04.01.2024
	71227629026	ERSTATTUNG	9454097712		04.01.2024
	71317128948	VERKAUF	9454097712	04.01.2024	
	71317128948	VERKAUF	9454097712	04.01.2024	
	71317128948	VERKAUF	9454097712	04.01.2024	
	71317128948	VERKAUF	9454097712	04.01.2024	

8. Information banner

Information on interruptions, strike notifications, system failures, etc. are displayed in red. The info banner is located at the top in the middle and can be seen on every page of the sales process.

The messages are temporarily activated. If there are currently no messages, this area is empty.

The screenshot shows the top of the SBB ticket booking interface. At the top, there is a red information banner with the text: "Bauarbeiten auf der Strecke Bern - Zürich vom 01.06.2019-15.06.2019. Weitere Informationen unter www.sbb.ch/166". To the right of the banner is a user profile icon and the email address "claudia.leiggner@sbb.ch" with the text "SVS Testvertrag (ACI222P)". Below the banner is a header "Tickets kaufen". The main form area contains fields for "Von" and "Nach" with a "+ VIA HINZUFÜGEN" button. Below that are fields for "Hinfahrt am" (08.05.2019) and "Zeit" (08:53) with "Ab" and "An" toggle switches. There are also fields for "Rückfahrt am" and "Zeit" with "Ab" and "An" toggle switches. Below these are dropdown menus for "Reisender" (Erwachsener (16+)) and "Ermässigungskarte" (Keine Ermässigung) with a "+ REISENDER HINZUFÜGEN" button. At the bottom of the form are two buttons: "ZURÜCKSETZEN" and "VERBINDUNG SUCHEN".

9. Information

Under "Info", you will find contact information for support requests. You will also find important links that can support you during the sales process.

The screenshot shows the SBB CFF FFS information page. On the left is a navigation menu with icons and labels: "Agencies", "Timetable", "Products", "Bookings", "Users", and "Info". The "Info" item is highlighted with a red box. The main content area is titled "Contact:" and contains the following text: "Questions about the booking process, fare conditions and refunds: **Businesstravel Service Center**
P.O. Box 176
3900 Brig
+41 (0)848 030 030
partnersupport@sbb.ch
Opening hours:
Monday to Friday: 08:00-17:30
Saturday and Sunday: closed". Below this is the "Information" section with the text: "Swiss Travel System Excellence Program: mystsnet.com/elearning
Gain knowledge about Swiss public transport and even win prizes!". At the bottom is the "Newsletter subscription:" section with the text: "Receive all the latest information on rail travel for travel agents.
Swiss Travel System Newsletter: mystsnet.com/trade-news".

10. Settings

“Settings” are only displayed if you have administrator rights.

- ① Here you have the option to personalise confirmation emails to your clients and compose your own texts in English or German. For example, you may add your contact information in case of queries.

%timetable% is a placeholder which is replaced with a link to the timetable for the booked journey. We recommend to leave this link at the bottom of the document. In case you accidentally delete it, you can re-enter it manually with %timetable%.

- ② Under “Additional Settings”, you can define whether or not an automatically generated confirmation email should be sent to the user after each sale. The user is the person logged into the AgentClient.



The template setting is done per contract. If you have administrator rights for more than one contract, the text has to be entered per contract, or you can define different templates per contract.

SBB CFF FFS

- Timetable
- Products
- Bookings
- Users
- Info
- Settings**

Settings

Mail Templates

This templates are used if you send a ticket per email.

%timetable% is a placeholder which is replaced with a link to the timetable for the booked journey.

English

Template

Dear Customer

Please find attached your order.

Thank you and have a nice trip ①

%timetable%

German

Template

Hallo! Mein AgenturClient hat sogar einen Spartageskarten-Finder.

%timetable%

Additional Settings

Send tickets per email to the logged in user after booking ②

SAVE

dsi Made in Switzerland.

11. Glossary

User	Person who has a login for the AgentClient
E-Ticket	Ticket for self-printing, also PDF ticket
Mobile Ticket	Ticket for mobile device
Passbook / Wallet	App for displaying tickets on the mobile phone

12. Support

Queries regarding booking process, fare conditions and refunds:

SBB AG

Businesstravel Service Center
P.O. Box 176
3900 Brig

+41 (0)848 030 030

partnersupport@sbb.ch

Opening hours:

Monday to Friday: 08:00-17:30

Saturday and Sunday: closed

Queries regarding contract and commission:

SBB AG

Digital Advertising & Affiliates
Trüsselstrasse 2
3000 Bern 65

digitalsales@sbb.ch

sbb.ch/en/digitalsales

Queries regarding contract and commission:

Swiss Travel System AG

Lagerstrasse 33
8004 Zürich

trade@swisstravelsystem.com

mystsnet.com/en