



**SBB CFF FFS**

# 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.

The AgentClient will be introduced in stages. First, a part of the national product range will be available. Step by step, more products and functions will be released.

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.

 It is not possible to copy content from PDF files and paste it into the AgentClient. "Copy & paste" from other files is possible.

## 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.

**SBB CFF FFS**

Timetable

Products

Bookings

Users ①

User ② ADD USER

Username	Role

- 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

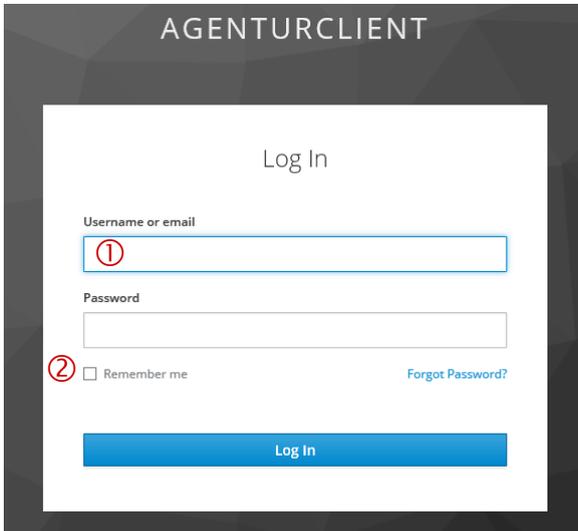
*A user role affects all contracts he is linked to*

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.

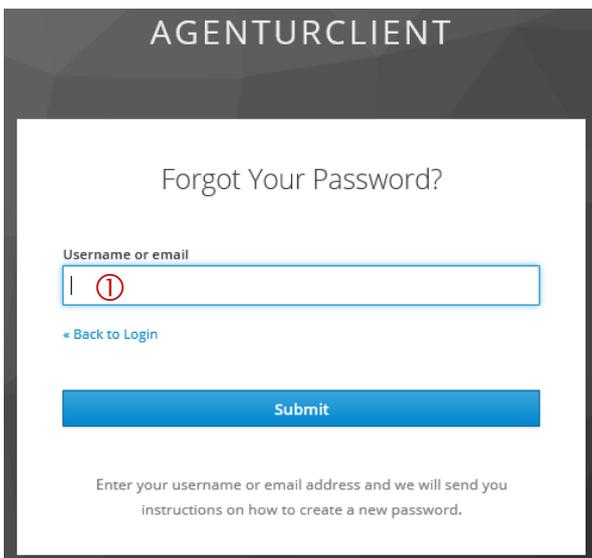
- ① Enter email address and password.
- ② Check the box "Remember me" to stay logged in for 24 hours.



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 of the form is a blue button labeled "Log In".

### 2.2.1. Reset password

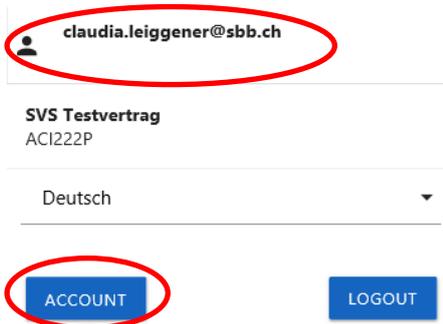
- ① Enter your email address and press "Submit". Shortly thereafter, you will receive an email containing a link with which to create a new password. The link stays valid for only 5 minutes. Afterwards, a new email has to be requested.



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 is a link labeled "← Back to Login". At the bottom of the form 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."

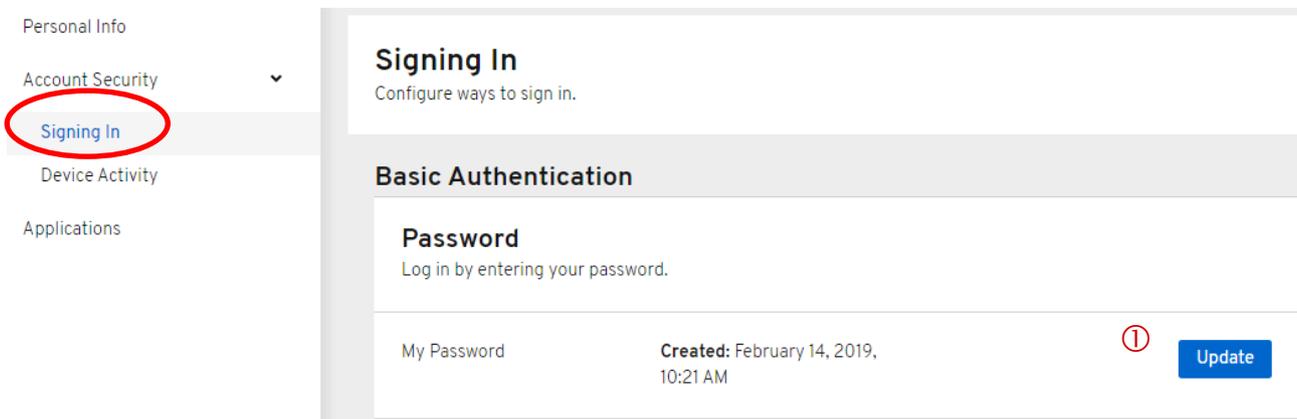
## 2.2.2. Change password

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.leiggenger@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 is ideal for consultations because you will be led through the process step-by-step and prompted to collect all relevant information from the client exactly when it is needed. The process 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.

In merely 4 steps, a ticket can be sold:



#### 3.2.1. 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> <p>Passenger</p> <ul style="list-style-type: none"> <li>Adult (16+)</li> <li>Child (6-16)</li> <li>Child (0-6)</li> </ul> <p>Children up to their 6th birthday travel free of charge within Switzerland. Therefore, no tickets are issued for children.</p>
<p>④ Discount card</p>	<p>Select discount by means of drop-down menu Default value = no discount</p> <p>Discount card</p> <ul style="list-style-type: none"> <li>No discount</li> <li>Half-Fare travelcard</li> </ul>
<p>⑤ +Add passenger</p>	<p>More passengers including respective discounts can be added. Default value = 1 adult, no discount</p>
<p>⑥ Reset</p>	<p>All input is deleted with the reset button.</p>

3.2.2.



Outward: Zürich Flughafen → Interlaken Ost  
Monday, 21. January 2019

EARLIER		
Monday, 21. January	2nd class	1st class
08:18 → 10:28 2 h 10 min, 2 Changes	CHF 29.60	CHF 52.00
08:46 → 10:57 2 h 11 min, 1 Changes	CHF 22.20	CHF 39.00
09:18 → 11:28 2 h 10 min, 1 Changes	CHF 22.20	CHF 39.00
09:46 → 11:57 2 h 11 min, 1 Changes	CHF 22.20	CHF 39.00
10:18 → 12:28 2 h 10 min, 2 Changes	CHF 29.60	CHF 52.00
LATER		

Journey ⓘ Show Details

**08:18 Zürich Flughafen**

IC 1

09:28 Bern

---

6 min Change

09:34 Bern

IC 6

10:02 Spiez

---

3 min Change

10:05 Spiez

R

**10:28 Interlaken Ost**

Select the desired connection and click on fare for 1st or 2nd class in order to get to the next page. On the right, the timetable with transfer time(s) is shown in grey.

Connections with discount offers are tagged with a % sign.



The fares are “starting from” fares for 1 person without discount.

- ① Under “Show Details”, more information about the selected connection, such as optional seat reservation or whether an onboard restaurant is available on the train, is shown. In case seat reservation is required, this information is already indicated by the symbol RR in the brief overview.

Travel information such as required seat reservation is indicated by a symbol, e.g. BZ, FA. The respective key is found below or by moving the mouse over the symbol.

- ② There is an option for printing the timetable. This can be helpful during a consultation without ticket sale. In case the sale is completed, you will receive the selected timetable in the confirmation email.

Also select the return journey if applicable.

### 3.2.3. Advanced search

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

## Transport type selection

### Buy tickets

From Zürich HB To Brig + ADD VIA

Via Bern X REMOVE

Depart 01.06.2019 Time 16:07 Dep  Arr

Return \_\_\_\_\_ Time \_\_\_\_\_ Dep  Arr

Passenger Adult (16+) Discount card No discount + ADD PASSENGER

### Select transport type

Zürich HB -> Bern

<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		

X CANCEL SELECTION ②  SELECT TRAINS ONLY ③

Bern -> Brig

<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		

X CANCEL SELECTION ②  SELECT TRAINS ONLY ③

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.

## 3. Select travel options

Zürich Flughafen → Interlaken Ost  
2nd class, Monday, 21. January 2019

#### Passengers

**Passenger 1** CHF 44.40

First name  Last name  Date of Birth

Discount card: **No discount**

+ ADD PASSENGER

**Passenger 2** CHF 44.40

First name  Last name  Date of Birth

Discount card: **No discount**

× REMOVE

CHF 88.80  
2 Passengers

[NEXT](#)

**Outward**

2 x Supersaver Ticket: Zürich Flughafen-Interlaken Ost 2

Valid: Mo, 21.01.2019 09:45  
until Mo, 21.01.2019 11:57

**Return**

2 x Supersaver Ticket: Interlaken Ost-Zürich Flughafen 2

Valid: Sa, 02.02.2019 11:00  
until Sa, 02.02.2019 13:14

**Options**

1st class + CHF 67.20

**Outward**

Individual Tickets + CHF 103.60

City-Ticket: ZVV (1066) + CHF 113.60

Saver Day Pass + CHF 59.60

**Return**

Individual Tickets + CHF 103.60

City-Ticket: ZVV (1066) + CHF 113.60

Saver Day Pass + CHF 59.60

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.



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.

② Under "Options" you will find relevant upsell offers in order to generate additional sales.

③ Overview of the selected offer up to this point. By clicking the info button, you will receive information about the details and conditions for the offer.

**Outward**  
 2 x Supersaver Ticket: Zürich Flughafen-Interlaken Ost 2 ⓘ  
 Valid: Mo, 21.01.2019 09:46  
 until Mo, 21.01.2019 11:57

e.g.

**Supersaver Ticket: Zürich Flughafen-Interlaken Ost 2**

- Supersaver tickets are available for 1st and 2nd class. Offer subject to availability.
- Validity: only valid for the selected travel dates and selected public transport services (booked trains)\*.
- Reduced prices for Half-Fare travelcard holders, children between 6 and 15, dogs (always 2nd class).
- Supersaver tickets are not available for bicycles.
- No refund or exchange.
- \*: It is not possible to upgrade class, change routes or change trains using a supersaver ticket.

MORE INFORMATION CLOSE

**3.2.5.** **4. Complete sale**

**Order review**  
 2nd class. Monday, 21. January 2019

<b>Passengers ①</b> <table border="1"> <thead> <tr> <th>First name</th> <th>Last name</th> <th>Date of Birth</th> <th>Discount card</th> </tr> </thead> <tbody> <tr> <td>Test</td> <td>Test</td> <td>01.01.1970</td> <td>Half-Fare travelcard</td> </tr> </tbody> </table>				First name	Last name	Date of Birth	Discount card	Test	Test	01.01.1970	Half-Fare travelcard	<b>CHF 40.20</b> ⑤ <input type="button" value="BUY"/> 1 Passenger
First name	Last name	Date of Birth	Discount card									
Test	Test	01.01.1970	Half-Fare travelcard									
<b>Reference fields ②</b> Optional reference fields for reports and statistics. Reference 1: <input type="text"/> Reference 2: <input type="text"/>				<b>Outward</b> ④ ⓘ 1 x Supersaver Ticket: Zürich Flughafen-Interlaken Ost ⓘ <small>Valid: Mo, 21.01.2019 09:46          until Mo, 21.01.2019 11:57</small> <b>Return</b> 1 x Saver Day Pass: Interlaken Ost-Zürich Flughafen 2 ⓘ <small>Valid: Sa, 02.02.2019 00:00          until Su, 03.02.2019 05:00</small>								
<b>Ticket language ③</b> You can select a different language for the ticket. Ticket language English ▼												

- 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 CSV statistics and on the invoice.  
 Reference 2: is shown in the CSV statistics.
- 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	<b>DOWNLOAD</b> ②
89099845	Sample	Mike	<b>DOWNLOAD</b>

#### 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

## PDF ticket

Order no.:  
 (L) (SPEZ) (SPEZ) (1/2-AB0) (70)  
 Order no.: 378685918

SBB CFF FFS				Ticket-ID 332946503133	
Supersaver Ticket				Test Test	
Valid: 2019				01.01.1970	
(S)	(C)	von/da/ffrom	→ nach/zu/zto	(S)	(C)
21.01	09:46	Zürich Flughafen	→ Interlaken Ost	21.01	11:57
Via Zürich - Olten - Bern *****					
only valid for: IC812 IC965					
Reduced fare 1/2				CHF 11.20	
(L) (SPEZ) (SPEZ) (1/2-AB0) (70)				Article nr.: 4004	
Order no.: 378685918				incl. 7.70% VAT/SBB	
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					

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 C-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 returns, the tariff 600.9 or the tariffs of regional transport and fare networks apply.

Reference nr.: 51252780 / 04121500 19700 © SBB AG 0104.08 WS20P

- 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.

### Mobile Ticket:

SBB CFF FFS
VALID: 21.01.2019

Zürich Flughaf... Interlaken Ost

via Zürich - Olten - Bern Supersaver Ticket single journey

REDUCED FARE 1/2  
Test Test 01.01.1970

2. Class



### Detailed view:

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



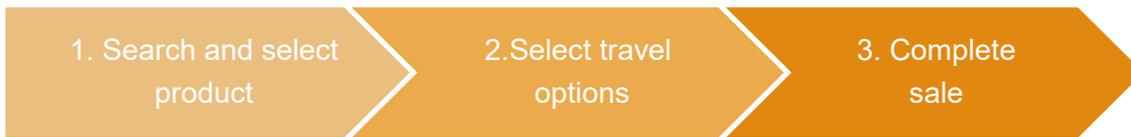
Children up to their 6th birthday travel free of charge within Switzerland. Therefore, no tickets are issued for children below 6 years of age.

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 the sale of package offers. It can be completed in 3 steps:



#### 3.3.1.



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

The screenshot shows the 'Buy Product' page on the SBB CFF FFS website. The left sidebar contains navigation options: Timetable, Products (circled in red), Bookings, Users, Info, and Settings. The main content area is titled 'Buy Product' and features a search bar with a circled '1' next to it. Below the search bar is a grid of product cards:

- A-Welle Day Pass from 9 o'clock
- Day Class Upgrade
- Day Pass Children
- Day Pass with Half Fare Travelcard
- OSTWIND Day Pass Plus
- OSTWIND Day Pass from 9 o'clock
- Saver Day Pass
- Schwyz + Zug Tariff communities Combined Day Pass
- Swiss Family Card
- Swiss Half Fare Card
- Swiss Travel Pass 15 days
- Swiss Travel Pass 3 days (circled with a red dashed border and a circled '2')

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 ⓘ

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



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

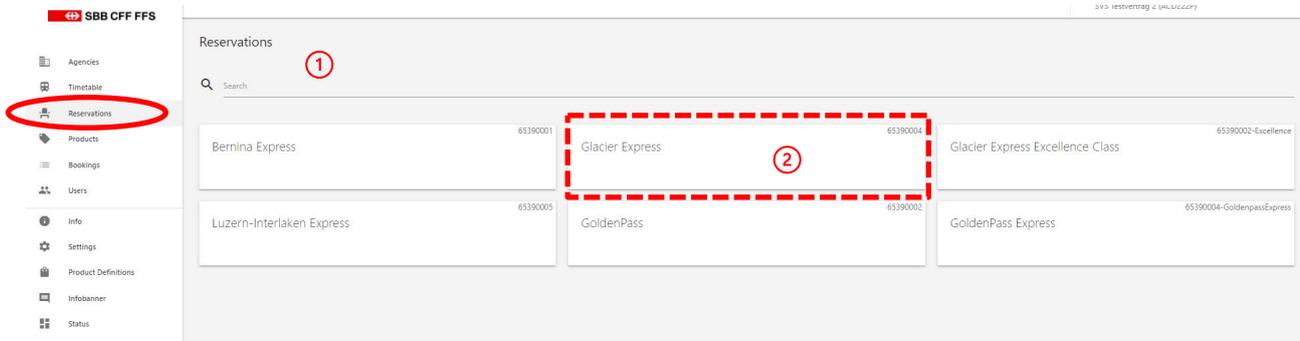
Reserving seats is simple and can be done in just a few steps. Exact seats can be selected according to the availability in the coach diagram. Catering (if available) can be booked during the same step. Yet another advantage – no need to fill out every passenger’s information, as only the main passenger’s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

Reserve seats in just six steps:



### 3.4.2. 1. 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. 2. Search and select a connection

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

The screenshot shows the 'Buy seatreservations - Glacier Express' form. The form has the following fields and elements:

- 'From' field with a circled '1' above it.
- 'To' field with a circled '2' above it.
- 'Depart' field with the value '04.11.2022' and a circled '3' above it.
- 'Time' field with the value '08:00' and a circled '4' above it.
- A 'Dep' toggle switch.
- A 'RESET' button and a 'SEARCH CONNECTION' button. The 'SEARCH CONNECTION' button is highlighted with a red dashed box and a circled '5' below it.

- 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

SELECT

09:48 → 18:10  
8 h 22 min, 0 Changes

SELECT

LATER

Glacier Express

---

Journey

**08:51**    Glacier Express  
                 903

**17:10**

⑥ Select the desired connection.

**3.4.4. 3. 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 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

15	16	25	28	35	36	45	46
13	14	23	24	33	34	43	44
11	12	21	22	31	32	41	42

Wagon 25 | 2nd class

15	16	25	26	35	36	45	46	55	56	65	66
17	14	27	24	37	34	47	44	57	54	67	64
19	18	23	28	33	38	43	48	53	58	63	68
11	12	21	22	31	32	41	42	51	52	61	62

CHF ---

2 Passengers

NEXT

45	46	55	56
47	44	57	54
43	48	53	58
41	42	51	52

4-person compartment

**Legend**  
 Seat available

**Wagon 22 - 13**

<input type="checkbox"/> Dish of the day (meat) [CHF 34.00]	<input type="checkbox"/> Dish of the day (vegetarian) [CHF 34.00]
<input type="checkbox"/> 2-course meal (meat) [CHF 40.00]	<input type="checkbox"/> 2-course meal (vegetarian) [CHF 40.00]
<input type="checkbox"/> 3-course meal (meat) [CHF 47.00]	<input type="checkbox"/> 3-course meal (vegetarian) [CHF 47.00]
<input checked="" type="checkbox"/> 4-course meal (meat) [CHF 52.00]	<input type="checkbox"/> 4-course meal (vegetarian) [CHF 52.00]

**Wagon 22 - 14**

<input type="checkbox"/> Dish of the day (meat) [CHF 34.00]	<input type="checkbox"/> Dish of the day (vegetarian) [CHF 34.00]
<input type="checkbox"/> 2-course meal (meat) [CHF 40.00]	<input type="checkbox"/> 2-course meal (vegetarian) [CHF 40.00]
<input type="checkbox"/> 3-course meal (meat) [CHF 47.00]	<input checked="" type="checkbox"/> 3-course meal (vegetarian) [CHF 47.00]
<input type="checkbox"/> 4-course meal (meat) [CHF 52.00]	<input checked="" type="checkbox"/> 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. 4. 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 Peter	Last name Parker	Date of Birth 01.01.1980
---------------------	---------------------	-----------------------------

CHF 202.00  
 2 Passengers

**Offer**

- 1 x Reservation: Glacier Express
- 1 x 4-course meal (vegetarian)
- 1 x Reservation: Glacier Express
- 1 x 4-course meal (meat)

- 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. 5. Complete purchase

See section **Fehler! Verweisquelle konnte nicht gefunden werden.**

### 3.4.7. 6. Confirm reservation

See section [Fehler! Verweisquelle konnte nicht gefunden werden.](#)

## 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		<span>③</span>
<input checked="" type="checkbox"/> Bernina Express <small>optional</small>	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 <small>optional</small>	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 type="checkbox"/>	17.08.2021	Transfer St. Moritz	From: Zürich Flughafen	To: St. Moritz	<input checked="" type="checkbox"/>
⑧ <input checked="" type="checkbox"/>	<input type="checkbox"/>		Bernina Express optional	From: St. Moritz	To: Tirano	⑨ <input type="button" value="→"/> <input type="button" value="←"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>		Glacier Express	From: St. Moritz	To: Zermatt Via: Disentis/Mustér	<input type="button" value="🚂"/>
⑧ <input checked="" type="checkbox"/>	<input 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

Offering Parts

Description	Regular direction	Reversed
<input checked="" type="checkbox"/> 18.08.2021 Transfer St. Moritz	From: Zürich Flughafen To: St. Moritz	<input checked="" type="checkbox"/>
<input type="checkbox"/> Bernina Express optional	From: St. Moritz To: Tirano	<input type="checkbox"/>
<input checked="" type="checkbox"/> 19.08.2021 Glacier Express	From: St. Moritz To: Zermatt Via: Disentis/Mustér	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> 20.08.2021 Gornergrat excursion optional	Gornergrat excursion	<input checked="" type="checkbox"/>
<input type="checkbox"/> Matterhorn glacier paradise excursion optional	Matterhorn glacier paradise excursion	<input type="checkbox"/>
<input checked="" type="checkbox"/> 21.08.2021 Rothorn excursion optional	Rothorn excursion	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> 21.08.2021 Transfer Zermatt	From: Zermatt To: Genève-Aéroport	<input checked="" 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 14  
Swiss Half Fare Card

Country of residence

+ 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 (see chapter 3.2.6)

A PDF ticket is created per route / product and person.

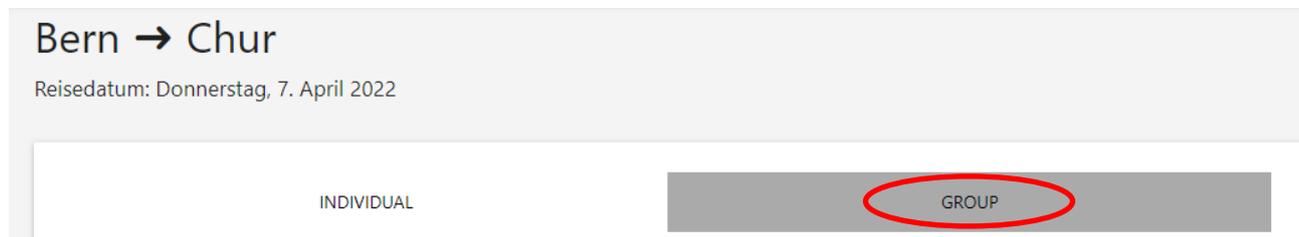
### 4.1.5. Refunding of TAM tickets (see chapter 6.3.1)

## 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.



Bern → Chur  
Reisedatum: Donnerstag, 7. April 2022

INDIVIDUAL      GROUP

#### 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.

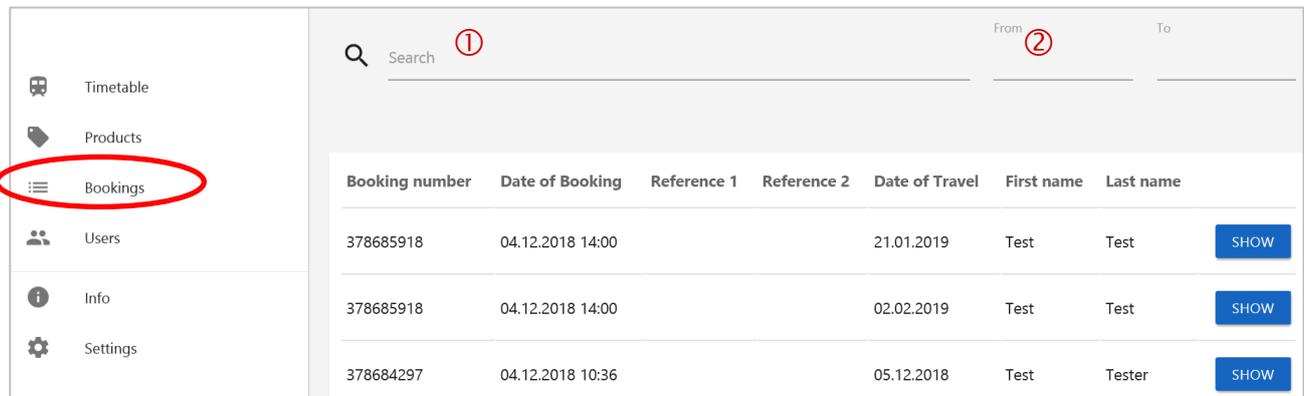
## 5.2. Group tickets without price imprint

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

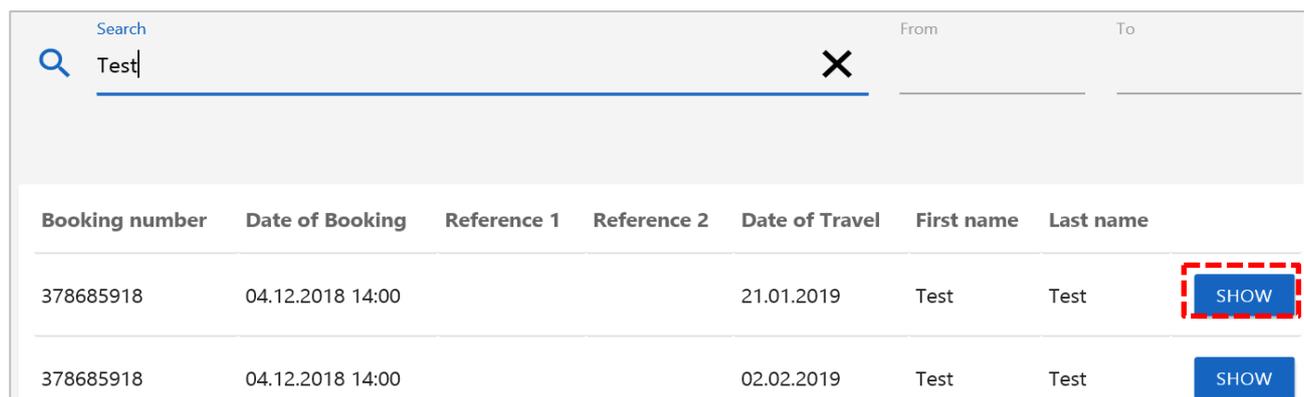
Without a search keyword, the last sales are listed in chronological order.

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

<b>Booking number:</b>	378685918	<b>Reference 1:</b>	
<b>Date of Booking:</b>	04.12.2018 14:00	<b>Reference 2:</b>	

[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><a href="#">TICKET</a>      <a href="#">REFUND</a></p>	<p><a href="#">TICKET</a>      ② <a href="#">REFUND</a></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](mailto: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

Below the details is a blue button labeled 'RESEND TICKETS'. Further down, the 'Individual Tickets (49579814)' section shows:

- Test Tester
- 80.00 CHF
- 04.12.2018
- 2. KI
- Expired (with a red circled 1)

A blue button labeled 'TICKET' is located below the ticket details. At the bottom of the page, a red-bordered 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 Businessstravel Service Center on the same day (day of issue).

## 7. 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.

Bauarbeiten auf der Strecke Bern - Zürich vom 01.06.2019-15.06.2019. Weitere Informationen unter [www.sbb.ch/166](http://www.sbb.ch/166) ✕ claudia.leiggner@sbb.ch  
SVS Testvertrag (ACI222P)

**Tickets kaufen**

Von	Nach		+ VIA HINZUFÜGEN
08.05.2019		Zeit	Ab <input type="checkbox"/> An <input checked="" type="checkbox"/>
08:53		Rückfahrt am	Ab <input type="checkbox"/> An <input checked="" type="checkbox"/>
		Zeit	

Reisender	Ermässigungskarte		+ REISENDER HINZUFÜGEN
Erwachsener (16+)	Keine Ermässigung		

ZURÜCKSETZENVERBINDUNG SUCHEN

29 February 2024

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## 8. 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.



-  Agencies
-  Timetable
-  Products
-  Bookings
-  Users
-  **Info**

### Contact:

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](mailto:partnersupport@sbb.ch)

Opening hours:  
Monday to Friday: 08:00-17:30  
Saturday and Sunday: closed

### Information

**Swiss Travel System Excellence Program:** [mystsnet.com/elearning](https://mystsnet.com/elearning)  
Gain knowledge about Swiss public transport and even win prizes!

**Newsletter subscription:**  
Receive all the latest information on rail travel for travel agents.  
Swiss Travel System Newsletter: [mystsnet.com/trade-news](https://mystsnet.com/trade-news)

**Refund forms:** [sbb.ch/business-refund](https://sbb.ch/business-refund)

**Login Businessmanager:** [sbb.ch/en/bm](https://sbb.ch/en/bm) (Login using Swisspass Login)  
Here you can find statistics. Only the person responsible for the contract has access.

**AgentClient User Manual:** [mystsnet.com/agenturclient](https://mystsnet.com/agenturclient)

**City-Ticket areas of validity:** [sbb.ch/en/travelcards-and-tickets/tickets-for-switzerland/individual-tickets/city-ticket.html](https://sbb.ch/en/travelcards-and-tickets/tickets-for-switzerland/individual-tickets/city-ticket.html)  
**Fare networks:** [sbb.ch/en/travelcards-and-tickets/fare-networks.html](https://sbb.ch/en/travelcards-and-tickets/fare-networks.html)

**Railway traffic information:** [sbb.ch/166](https://sbb.ch/166)  
Information on interruptions, construction works and strikes.

**Luggage and flight luggage:** [sbb.ch/en/station-services/services/luggage.html](https://sbb.ch/en/station-services/services/luggage.html)

Questions about contract, commission:  
**SBB AG**  
Digital Advertising & Affiliates  
Trüsselstrasse 2  
3000 Bern 65  
[digitalsales@sbb.ch](mailto:digitalsales@sbb.ch)  
[sbb.ch/en/digitalsales](https://sbb.ch/en/digitalsales)

Questions about contract, commission:  
**Swiss Travel System AG**  
Lagerstrasse 33  
8004 Zürich  
+41 (0)44 225 80 58  
[trade@swisstravelsystem.com](mailto:trade@swisstravelsystem.com)  
[mystsnet.com/en](https://mystsnet.com/en)

 **dsi** Made in Switzerland.

## 9. 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**

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## 10. 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

## 11. 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](mailto:partnersupport@sbb.ch)

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Queries regarding contract and commission:

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Digital Advertising & Affiliates  
Trüsselstrasse 2  
3000 Bern 65

[digitalsales@sbb.ch](mailto:digitalsales@sbb.ch)

[sbb.ch/en/digitalsales](https://sbb.ch/en/digitalsales)

Queries regarding contract and commission:

### **Swiss Travel System AG**

Lagerstrasse 33  
8004 Zürich

[trade@swisstravelsystem.com](mailto:trade@swisstravelsystem.com)

[mystsnet.com/en](https://mystsnet.com/en)