



# AgentClient.

User Manual.



**SBB CFF FFS**

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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)

**SBB CFF FFS**

Timetable

Products

Bookings

Users ①

Info

Settings

User

② ADD USER

Username	Role		
christian.bachofner@swisstravelsystem.com	Administrator		
christoph.leu@swisstravelsystem.com	Administrator		
claudia.leiggener@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.

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 ③ ☒ Link existing user

Username ④

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)

Timetable

Products

Bookings

Users ①

Info

Settings

## User

ADD USER

Username	Role	
christian.bachofner@swisstravelsystem.com	Administrator	<span>③</span> <span>②</span>
christoph.leu@swisstravelsystem.com	Administrator	
claudia.leiggenger@sbb.ch	User	

- 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

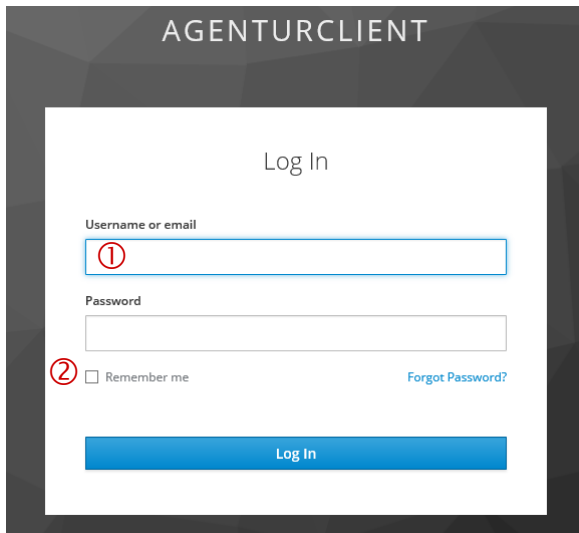
A user role affects all contracts he is linked to

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.

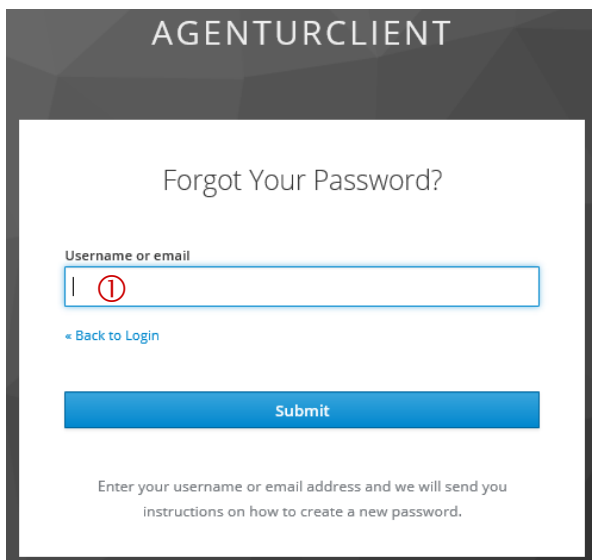
- ① Enter email address and password.
- ② Check the box “Remember me” to stay logged in for 24 hours.



The image shows the login page for AGENTURCLIENT. The page has a dark header with the text "AGENTURCLIENT" in white. Below the header is a white box containing the login form. The form is titled "Log In" and has two input fields: "Username or email" and "Password". The "Username or email" field is highlighted with a red circle ①. Below the "Password" field is a checkbox labeled "Remember me" with a red circle ② next to it. To the right of the checkbox is a link that says "Forgot Password?". At the bottom of the form is a blue button labeled "Log In".

### 2.2.1. Reset password

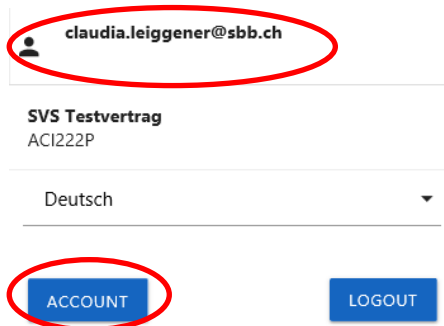
- ① Enter your email address and press “Submit”. Shortly thereafter, you will receive an email containing a link with which to create a new password. The link stays valid for only 5 minutes. Afterwards, a new email has to be requested.



The image shows the "Forgot Your Password?" page for AGENTURCLIENT. The page has a dark header with the text "AGENTURCLIENT" in white. Below the header is a white box containing the form. The form is titled "Forgot Your Password?" and has one input field: "Username or email". The input field is highlighted with a red circle ①. Below the input field is a link that says "« Back to Login". At the bottom of the form is a blue button labeled "Submit". Below the button is a message that says "Enter your username or email address and we will send you instructions on how to create a new password."

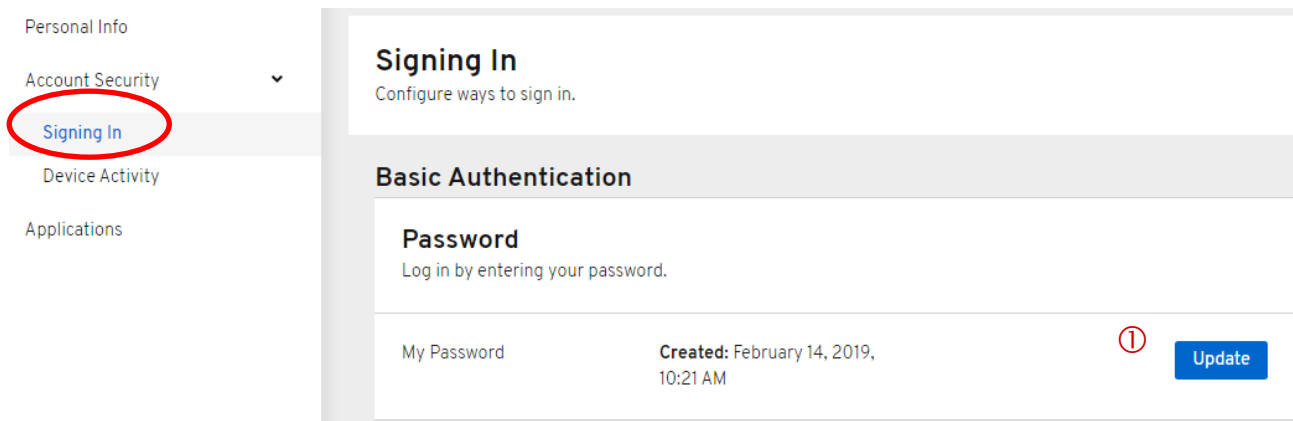
### 2.2.2. Change password

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



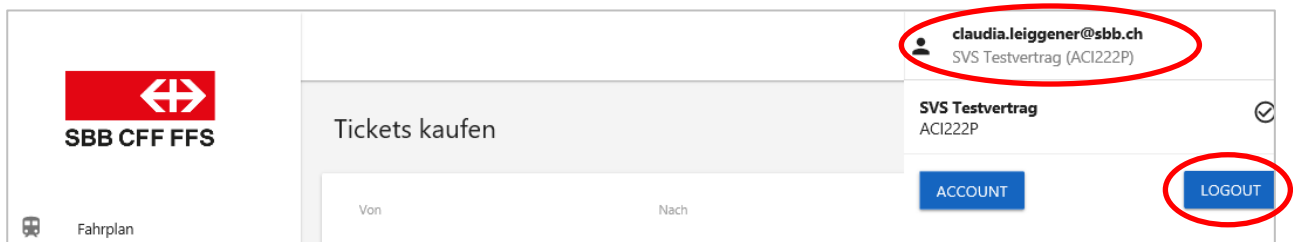
Under “Personal Info / Account Security / Signing In / Password”, you can change your password.

- 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.



tabea.krebs@sbb.ch  
SVS Testvertrag (ACI222P)

---

Test RB 1  
TKT222P

---

SVS Testvertrag 2  
ACD222P

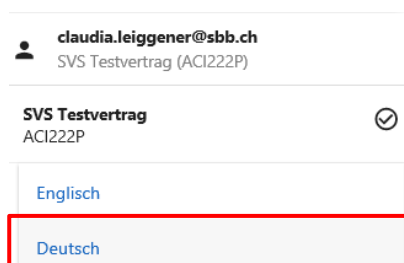
---

SVS Testvertrag  
ACI222P ☒

## 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](#))



claudia.leiggener@sbb.ch  
SVS Testvertrag (ACI222P)

---

SVS Testvertrag  
ACI222P ☒

---

Englisch

Deutsch



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

The screenshot shows the 'Buy tickets' page. The left sidebar contains navigation links: Timetable (highlighted with a red circle), Products, Bookings, Users, Info, and Settings. The main content area has the following fields and buttons:

- From:** Input field with a red circle 1.
- To:** Input field with a red circle 2.
- Depart:** Date input field showing '04.12.2018' with a red circle 3.
- Time:** Time input field showing '14:11' with a red circle 4.
- Passenger:** Dropdown menu showing 'Adult (16+)' with a red circle 5.
- Discount card:** Dropdown menu showing 'No discount' with a red circle 6.
- Buttons:** 'RESET' and 'SEARCH CONNECTION' buttons at the bottom.

① Depart	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
② Time	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.

③ Passenger	<p>Select adult or child by means of drop-down menu Default value = 1 adult</p> <p>Passenger</p> <p>Adult (16+)</p> <p>Child (6-16)</p> <p>Child (0-6)</p> <p>Children up to their 6th birthday travel free of charge within Switzerland. Therefore, no tickets are issued for children.</p>
④ Discount card	<p>Select discount by means of drop-down menu Default value = no discount</p> <p>Discount card</p> <p>No discount</p> <p>Half-Fare travelcard</p>
⑤ +Add passenger	<p>More passengers including respective discounts can be added. Default value = 1 adult, no discount</p>
⑥ Reset	<p>All input is deleted with the reset button.</p>

### 3.2.2.

## 2. Select connection

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 ① [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

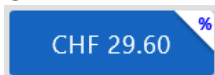
10:05 Spiez

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.

②

**Zürich Flughafen → Interlaken Ost**  
Monday, 21. January 2019

Journey

**08:18**

**Zürich Flughafen, Platform 4**

IC 1

*BZ FA RZ WR*

**09:28**

**Bern, Platform 5**

6 min

Change

**09:34**

**Bern, Platform 6**

IC 6

*BZ RZ WR*

**10:02**

**Spiez, Platform 3**

3 min

Change

**10:05**

**Spiez, Platform 2**

R

**10:28**

**Interlaken Ost, Platform 8**

Legend

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

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

Passenger	Discount card
Adult (16+) ▼	No discount
<div><div>RESET</div><div>SEARCH CONNECTION</div><div> ADVANCED SEARCH ①</div></div>	

- 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

✕ REMOVE

Depart

01.06.2019

Time

16:07

Dep

Arr

Return

Time

Dep

Arr

Passenger

Adult (16+)

Discount card

No discount

+ ADD PASSENGER

RESET

SEARCH CONNECTION

Select transport type

Zürich HB -> Bern

☒

ICE / TGV / RJX

☒

InterCity / EuroCity

☒

InterRegio

☒

RegioExpress

☒

Ship

☒

Regio

☒

Bus

☒

Funicular

☒

Car train / Special event train

☒

Trams

☒

CANCEL SELECTION ②

☒

SELECT TRAINS ONLY ③

Bern -> Brig

☒

ICE / TGV / RJX

☒

InterCity / EuroCity

☒

InterRegio

☒

RegioExpress

☒

Ship

☒

Regio

☒

Bus

☒

Funicular

☒

Car train / Special event train

☒

Trams

☒

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. Select travel options

Zürich Flughafen → Interlaken Ost

2nd class. Monday, 21. January 2019

Passengers

Passenger 1

First nameLast nameDate of BirthDD.MM.YYYY

No discount

+ ADD PASSENGER

Passenger 2

First nameLast nameDate of BirthDD.MM.YYYY

No discount

X REMOVE

CHF 44.40

CHF 44.40

CHF 88.80

2 Passengers

NEXT

Outward

2 x Supersaver Ticket: Zürich Flughafen-Interlaken Ost 2  
Valid: Mo, 21.01.2019 09:46  
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

#### Passengers

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

CHF 40.20 

1 Passenger

BUY


#### Reference fields

Optional reference fields for reports and statistics.

Reference 1:

Reference 2:


#### Outward

1 x Supersaver Ticket: Zürich Flughafen-Interlaken Ost 

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 

Valid: Sa, 02.02.2019 00:00




until Su, 03.02.2019 05:00

#### Ticket language

You can select a different language for the ticket.

Ticket language

English

-  Check the data. If you want to make a correction, return to the previous page.
-  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.
-  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	
von/de/ffron		nach/a/s/to	
21.01	09:46	Zürich Flughafen	Interlaken Ost
via Zürich - Olten - Bern *****		21.01	11:57
Only valid for: IC812 IC965		Reduced fare 1/2	
(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		CHF 11.20	
Bern arr 21.01.2019 10:58		BSP	
Bern dep 21.01.2019 11:04			
Interlaken Ost arr 21.01.2019 11:57			

Special conditions:  
- only valid for the transport 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 refunds, 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		2. Class	
Test Test 01.01.1970			

### 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	



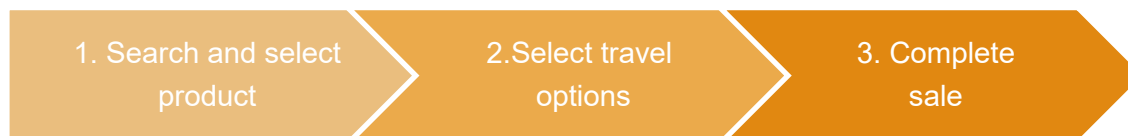
Children up to their 6th birthday travel free of charge within Switzerland. Therefore, no tickets are issued for children below 6 years of age.

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.

Search and select product

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

- 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

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

**Offer**

1 x Swiss Travel Pass 3 days

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

Valid from 04.12.2018

**Options**

☐ 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](#).

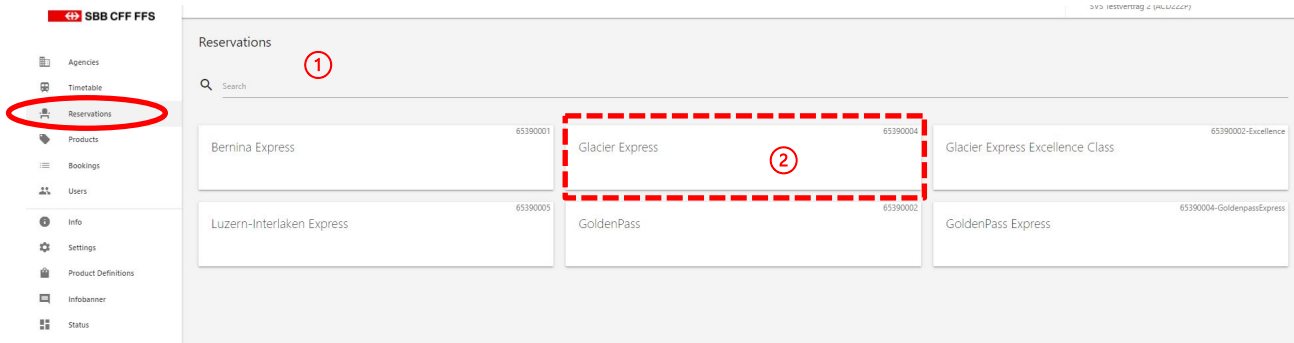
Reserving seats is simple and can be done in just a few steps. Exact seats can be selected according to the availability in the coach diagram. Catering (if available) can be booked during the same step. Yet another advantage – no need to fill out every passenger's information, as only the main passenger's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

- 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

SELECT

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 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

1

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

CHF ---  
2 Passengers

NEXT

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  
13 18 23 28 33 38 43 48 53 58 63 68  
11 12 21 22 31 32 41 42 51 52 61 62

45 46 55 56  
47 44 57 54

43 48 53 58  
41 42 51 52

4-person compartment

**Legend**  
 Seat available Seat unavailable **Seat selected**

**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] <b>②</b>	<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] <b>③</b>
<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 <b>①</b>	Last name	Date of Birth
Peter	Parker	01.01.1980

CHF 202.00  
 2 Passengers

**Offer**

- 1 x Reservation: Glacier Express ②
- Valid: Mo, 17.10.2022 08:51 until Mo, 17.10.2022 17:10
- 1 x 4-course meal (vegetarian) ②
- 1 x Reservation: Glacier Express ②
- Valid: Mo, 17.10.2022 08:51 until Mo, 17.10.2022 17:10
- 1 x 4-course meal (meat) ②

**NEXT** **③**

- 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

Regular direction ☒ Reversed ②

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 4 Zürich Flughafen

To St. Moritz

Depart 17.08.2021 5 Time 09:00 Dep ☐ Arr ☐ SEARCH

EARLIER

Tuesday, 17. August

09:15 → 13:00  
3 h 45 min, 2 Changes 6

09:48 → 13:09  
3 h 21 min, 2 Changes

09:48 → 13:09  
3 h 21 min, 2 Changes

10:18 → 14:00  
3 h 42 min, 2 Changes

11:15 → 15:00  
3 h 45 min, 2 Changes

11:15 → 15:00  
3 h 45 min, 2 Changes

11:48 → 15:09  
3 h 21 min, 2 Changes

SELECT

SELECT

SELECT

SELECT

SELECT

SELECT

SELECT

Journey Show Details

**09:15 Zürich Flughafen**

IR 75

**09:25 Zürich HB** 6

---

13 min Change

**09:38 Zürich HB**

IC 3

**10:52 Chur**

---

6 min Change

**10:58 Chur**

IR X

**13:00 St. Moritz**

LATER

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"/>		17.08.2021 <b>Transfer St. Moritz</b>	From: <b>Zürich Flughafen</b>	To: <b>St. Moritz</b>	<span style="border: 1px solid red; border-radius: 50%; padding: 2px;">7</span> <span style="background-color: #28a745; color: white; padding: 5px 10px; border: 1px solid #28a745;">✓</span>
<hr/>					
<span style="border: 1px solid red; border-radius: 50%; padding: 2px;">8</span> <span style="border: 1px solid red; padding: 2px;"><input checked="" type="checkbox"/></span>		<b>Bernina Express</b> <span style="border: 1px solid red; padding: 2px;">optional</span>	From: <b>St. Moritz</b>	To: <b>Tirano</b>	<span style="border: 1px solid red; border-radius: 50%; padding: 2px;">9</span> <span style="background-color: #0056b3; color: white; padding: 5px 10px; border: 1px solid #0056b3;">→ ←</span>
<hr/>					
<input checked="" type="checkbox"/>		<b>Glacier Express</b>	From: <b>St. Moritz</b>	To: <b>Zermatt</b> Via: <b>Disentis/Mustér</b>	<span style="background-color: #0056b3; color: white; padding: 5px 10px; border: 1px solid #0056b3;"></span>
<hr/>					
<span style="border: 1px solid red; border-radius: 50%; padding: 2px;">8</span> <span style="border: 1px solid red; padding: 2px;"><input checked="" type="checkbox"/></span>		<b>Gornergrat excursion</b> <span style="border: 1px solid red; padding: 2px;">optional</span>	<b>Gornergrat excursion</b>		<span style="border: 1px solid red; border-radius: 50%; padding: 2px;">10</span> <span style="background-color: #0056b3; color: white; padding: 5px 10px; border: 1px solid #0056b3;"></span>

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

Offering Parts

Regular direction ☒ Reversed ☐

	Description				
<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 <small>optional</small>	From: St. Moritz	To: Tirano	<input type="checkbox"/>
<input checked="" type="checkbox"/>	19.08.2021	Glacier Express	From: St. Moritz	To: Zermatt	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	20.08.2021	Gornergrat excursion <small>optional</small>	Gornergrat excursion		<input checked="" type="checkbox"/>
<input type="checkbox"/>		Matterhorn glacier paradise excursion <small>optional</small>	Matterhorn glacier paradise excursion		<input type="checkbox"/>
<input checked="" type="checkbox"/>	21.08.2021	Rothorn excursion <small>optional</small>	Rothorn excursion		<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	21.08.2021	Transfer Zermatt	From: Zermatt	To: Genève-Aéroport	<input checked="" type="checkbox"/>

CHF 278.70

1 Passenger

NEXT

Outward

1 x Swiss Half Fare Card (Tailor-made) ⓘ

Valid: Tu, 17.08.2021 00:00  
until: Fr, 17.09.2021 05:00

1 x Point-to-point ticket Net Cat. 3: Zermatt-Genève-Aéroport ⓘ

2nd class  
Valid: Sa, 21.08.2021 00:00  
until: Su, 22.08.2021 05:00

1 x Point-to-point ticket Net Cat. 3: Zürich Flughafen-St.Moritz ⓘ

2nd class  
Valid: We, 18.08.2021 00:00  
until: Th, 19.08.2021 05:00

1 x Point-to-point ticket Net Cat. 3: St.Moritz-Zermatt ⓘ

2nd class  
Valid: Th, 19.08.2021 00:00  
until: Fr, 20.08.2021 05:00

Outward / Return journey

1 x Gornergrat Net ⓘ

2nd class  
Valid: Fr, 20.08.2021 00:00  
until: Sa, 21.08.2021 05:00

1 x Rothorn, Zermatt Net ⓘ

2nd class  
Valid: Sa, 21.08.2021 00:00  
until: Su, 22.08.2021 05:00

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

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
<input type="text"/>	<input type="text"/>	<input type="text" value="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
<input type="text"/>	<input type="text"/>	<input type="text"/>
Group Adults	Youth 6-25	GA travelcard 2nd class
<input type="text"/>	<input type="text"/>	<input type="text"/>
Dog		
<input type="text"/>		

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



## 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


Date of Booking:

04.12.2018 14:00


Reference 1:


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)

👤 Test Test

📅 22.01.2019

💰 27.00 CHF

🎫 1. KI

🕒 Valid in Future

TICKET

REFUND

### Individual Tickets (50673570)

👤 Test2 Test2

📅 15.01.2019

💰 45.00 CHF

🎫 1. KI

🕒 Valid in Future

TICKET

②

REFUND

- 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.

29 February 2024

31/37

Refund		
Supersaver Ticket (50673571)		27.00 CHF
A refund is not possible.		
Test Test 27.00 CHF Valid in Future	22.01.2019 1. KI	

### 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 Tariff 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 48.80 CHF Refunded	21.08.2021 1. KI	
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 options: Timetable, Products, Bookings, Users, Info (marked with a red ②), and Settings. The main content area is titled 'Booking' and shows details for a booking with number 378684297, dated 04.12.2018 10:36. A blue button labeled 'RESEND TICKETS' is visible. Below this, a section titled 'Individual Tickets (49579814)' lists ticket details: 'Test Tester' for 80.00 CHF on 04.12.2018, class 2. KI, with a status of 'Expired' marked with a red ①. A blue 'TICKET' button is present. At the bottom, a red-bordered box contains 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

Hinfahrt am

08.05.2019

Zeit

08:53

Ab

☐

An

Rückfahrt am

Zeit

Ab

☐

An

Reisender

Erwachsener (16+)

▼

Ermässigungskarte

Keine Ermässigung

▼


+ REISENDER HINZUFÜGEN







ZURÜCKSETZEN

VERBINDUNG SÜCHEN

## 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:** [mystsn.net.com/elearning](https://mystsn.net.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: [mystsn.net.com/trade-news](https://mystsn.net.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:** [mystsn.net.com/agenturclient](https://mystsn.net.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)  
[mystsn.net.com/en](https://mystsn.net.com/en)

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## 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

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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  
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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)