# 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.

① 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 | |

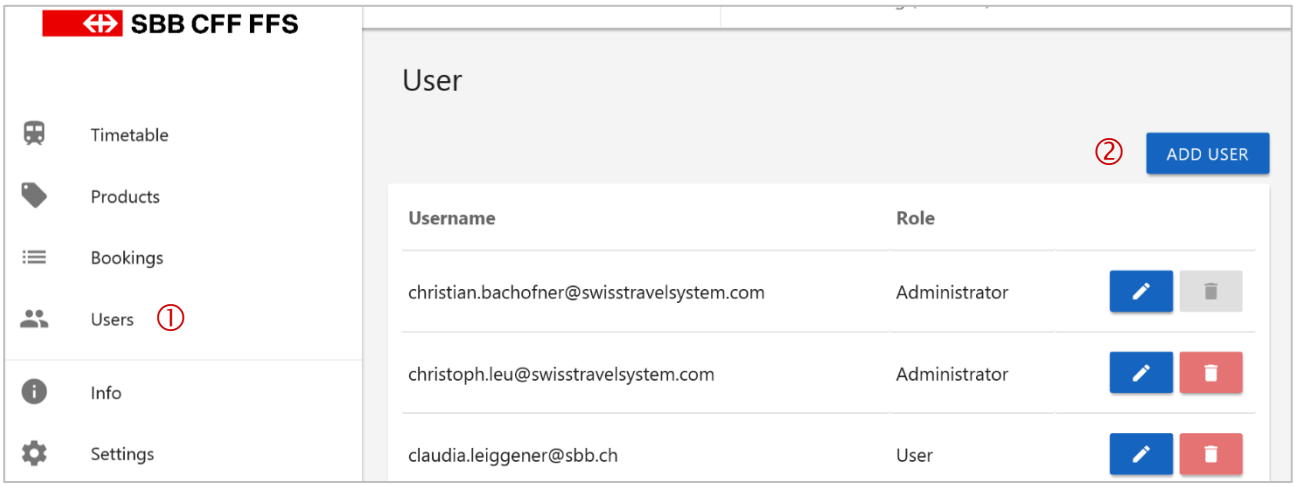
**Contract:** Each partner with access to AgentClient has at least 1 active contract. The contract is set up by SBB/STS and communicated to the administrator. The contract specifies data such as the billing address. A partner may opt to have multiple contracts, e.g. for various branches.

**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.

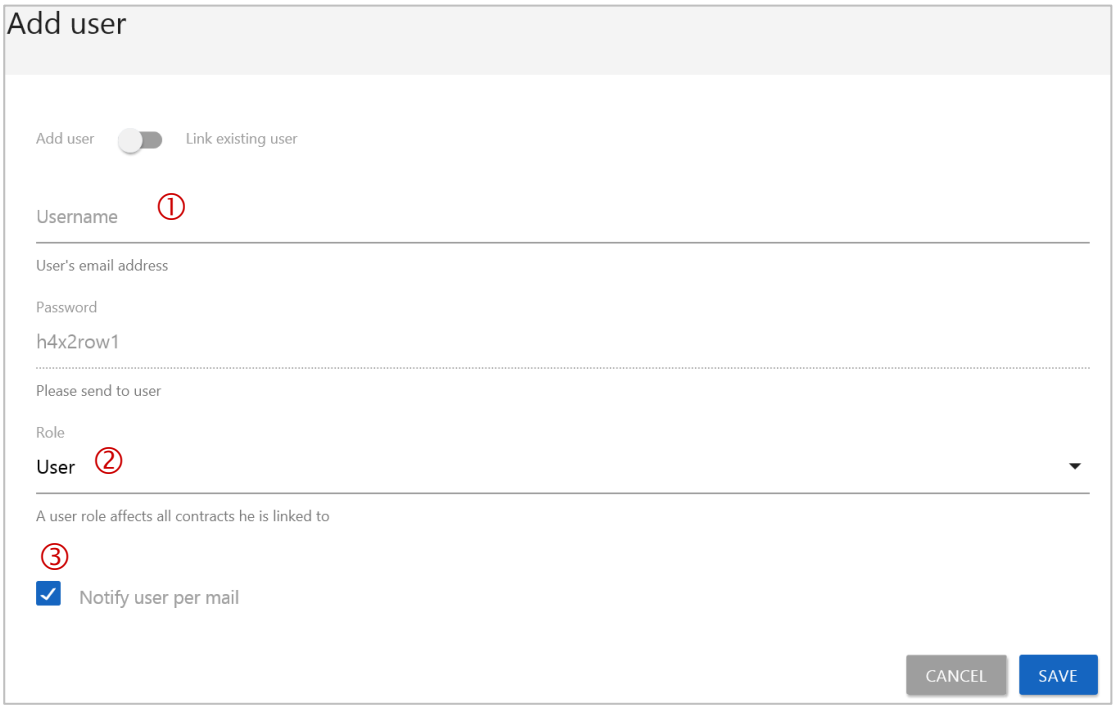
☛ If you bookmark the website (add to “favourites”) for access, the active contract will be preselected at your next login.

#### 2.1.1. Creating new user accounts (administrator)




① Show all users

② Add user




① Always enter an email address as username

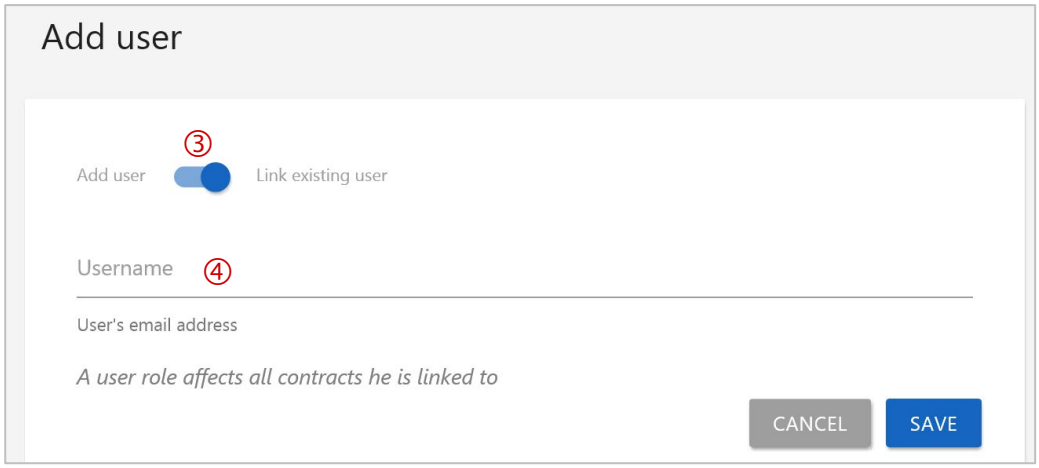
② Choose role (user or administrator)

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.

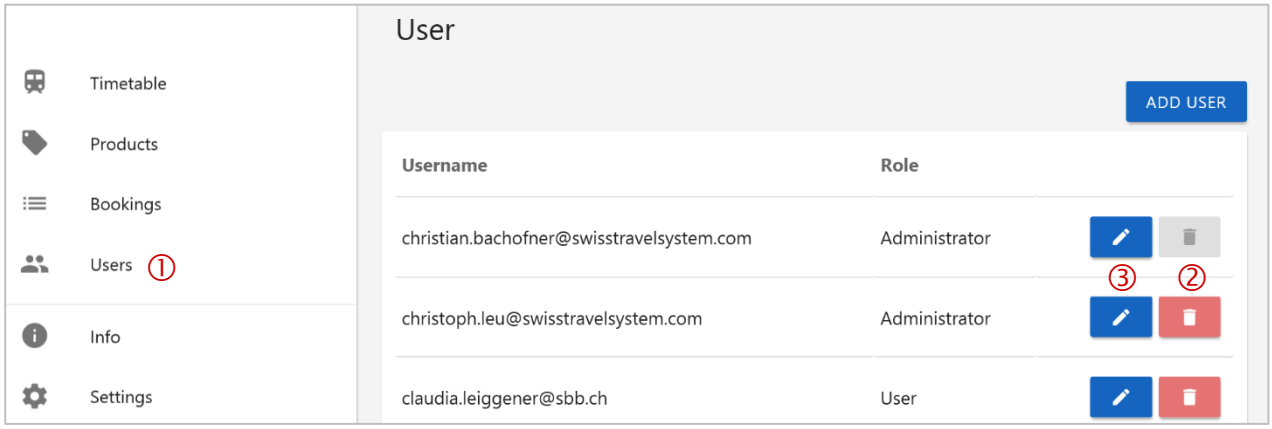
① Click on “Users” on the left
② Add user




③ Activate the bar “Link existing user”

④ Enter the email address of the existing user

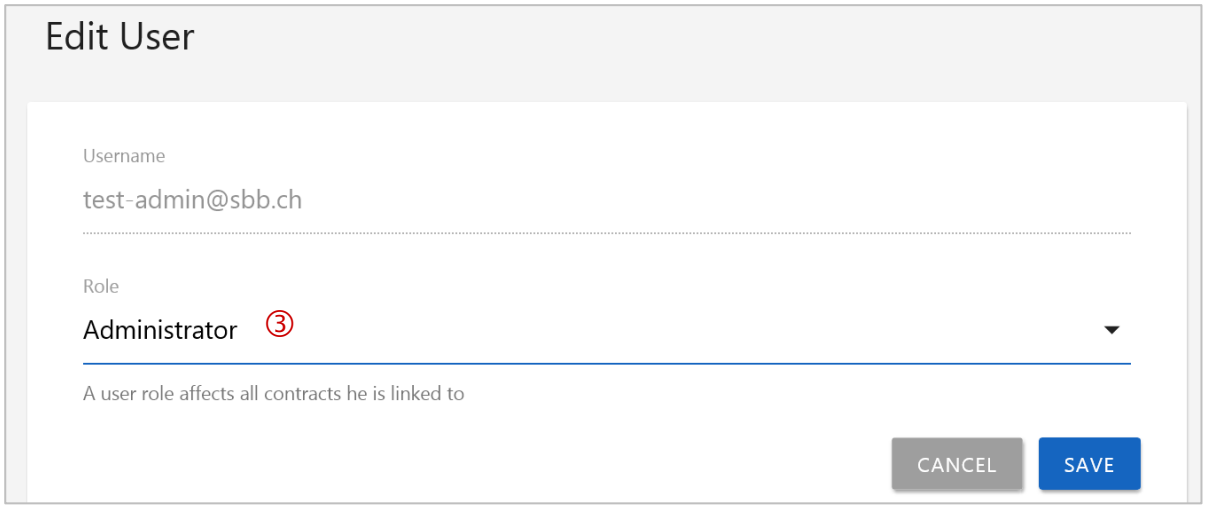
### 2.1.3. Editing or deleting user accounts (administrator)




① Click on “Users” on the left

② **Delete:** You can delete both user and administrator accounts.

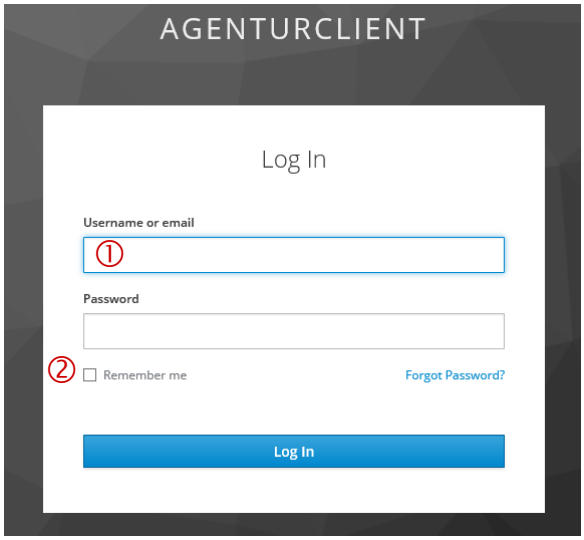
③ **Edit**: You can change the permission from user to administrator and vice versa. It is not possible to change the email address.
The same role is valid for all contracts assigned to one user.



## 2.2. Login

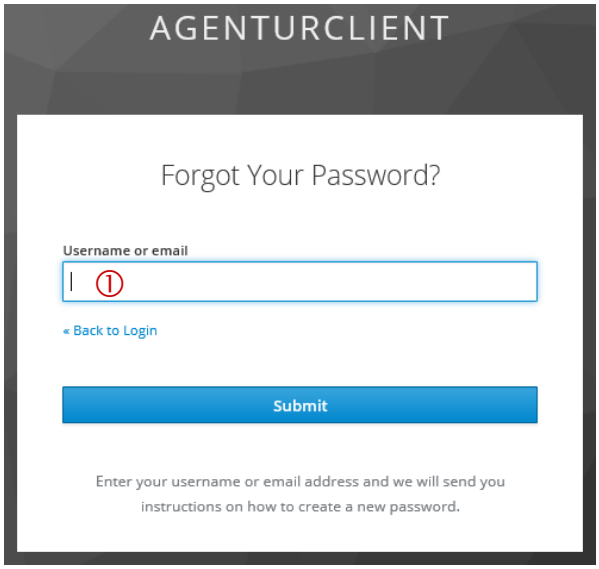
Login via https://www.agentclient.ch with your email address and password.
You are automatically logged out after 4 hours.

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



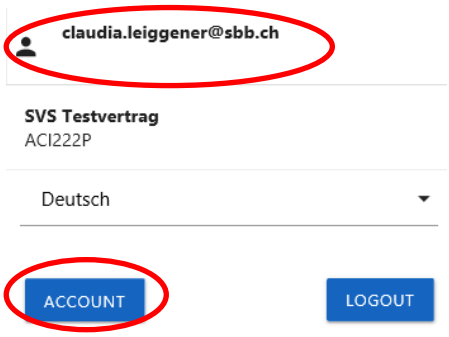

### 2.2.1. Reset password

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.



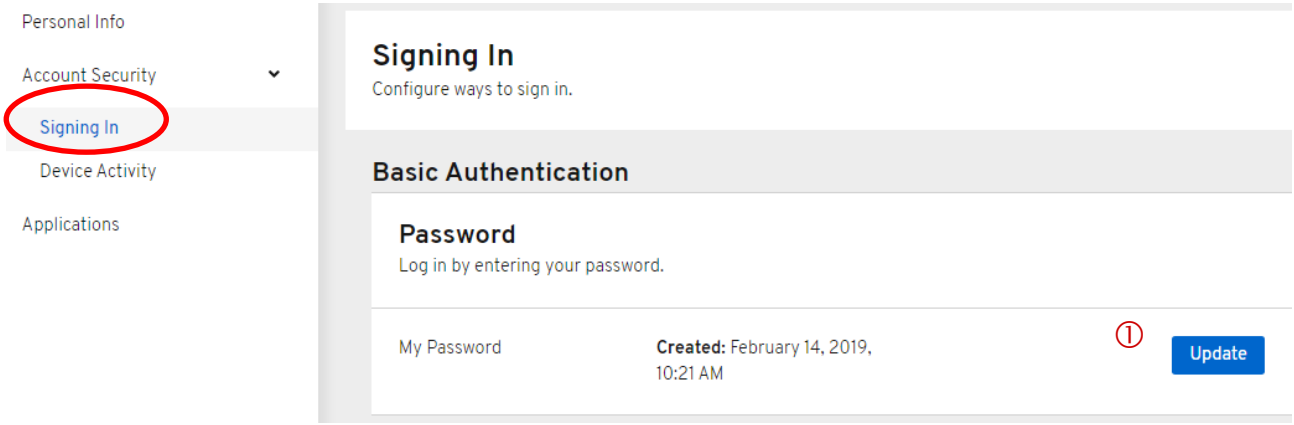
### 2.2.2. Change password

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.

## 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 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

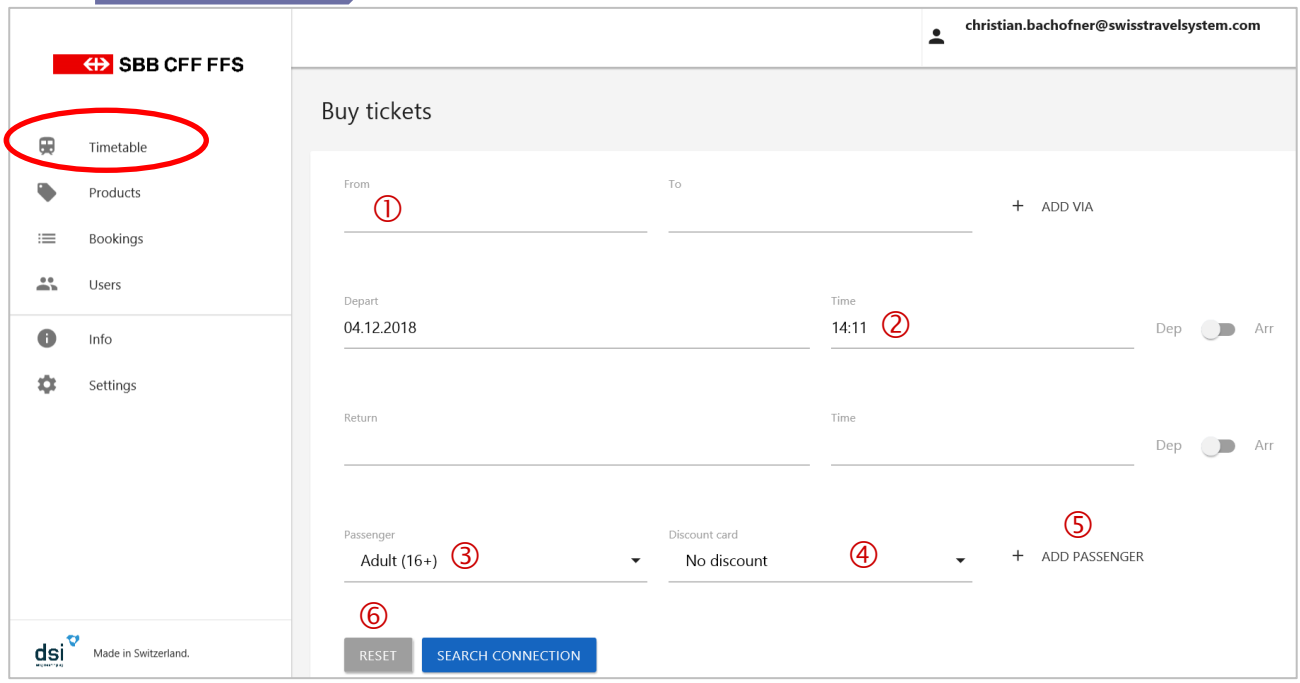
Use the backspace key of the browser to go back one page and respectively the forward key to jump to the next page.

## 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:

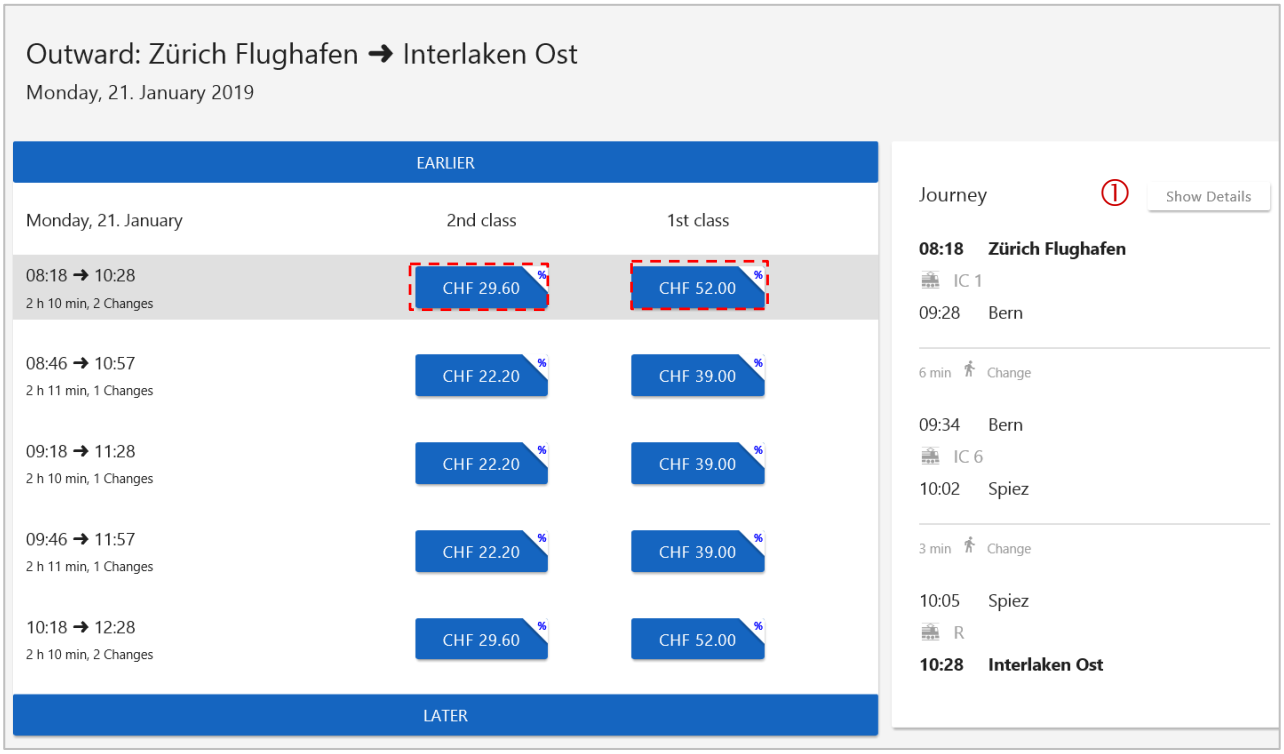
### 3.2.1. 1. Search journey




| | |
|---|---|
| ① Depart | Date of departure<br>If a return ticket is needed, the date and time for the return journey have to be entered.<br>Default value = current date |
| ② Time | Enter departure time of outward journey<br>Time is provided by default (automatically) and can be edited. Input is possible with dot or colon.<br>By activating the button “Dep/Arr”, the entered time can be defined as departure or arrival time. |

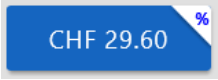
| | |
|---|---|
| ③ Passenger | Select adult or child by means of drop-down menu<br>Default value = 1 adult<br>Passenger<br>Adult (16+)<br>Child (6-16)<br>Child (0-6)<br>Children up to their 6th birthday travel free of charge within Switzerland. Therefore, no tickets are issued for children. |
| ④ Discount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

### 3.2.2. 2. Select connection



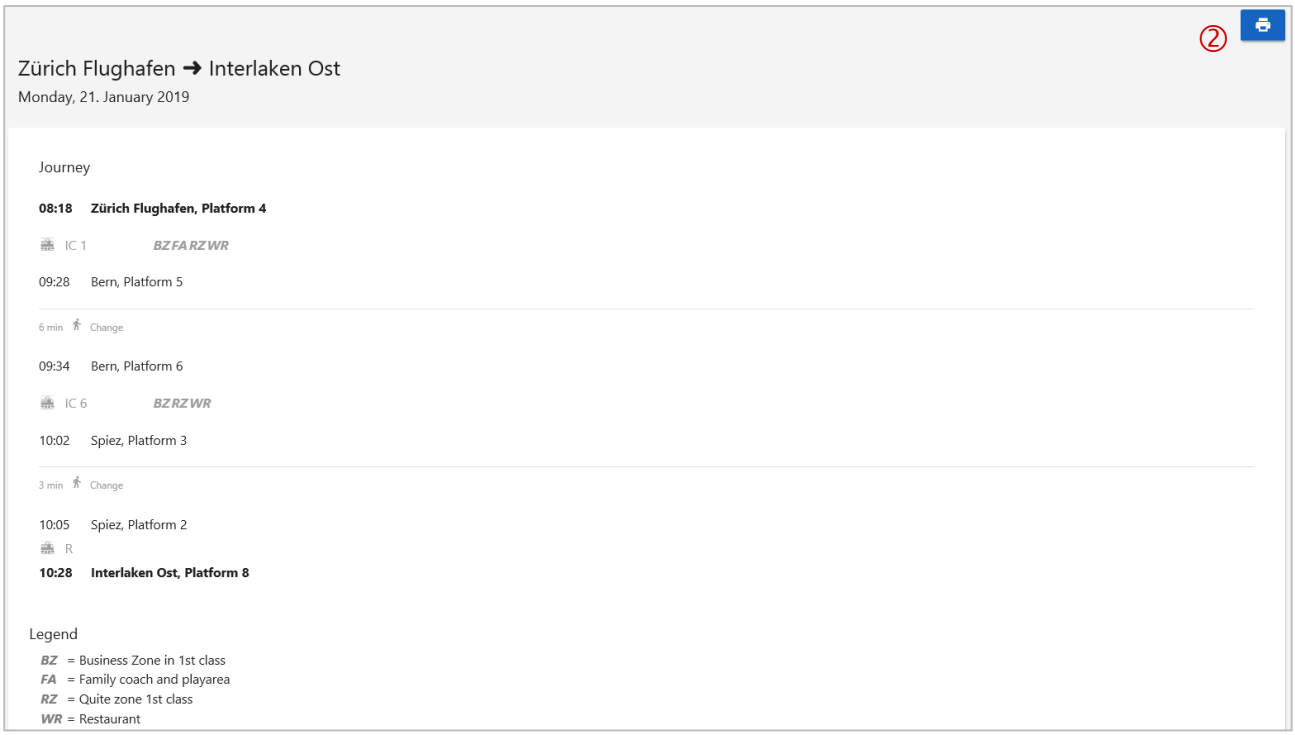

Select the desired connection and click on fare for 1st or 2nd class in order to get to the next page. On the right, the timetable with transfer time(s) is shown in grey.

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.

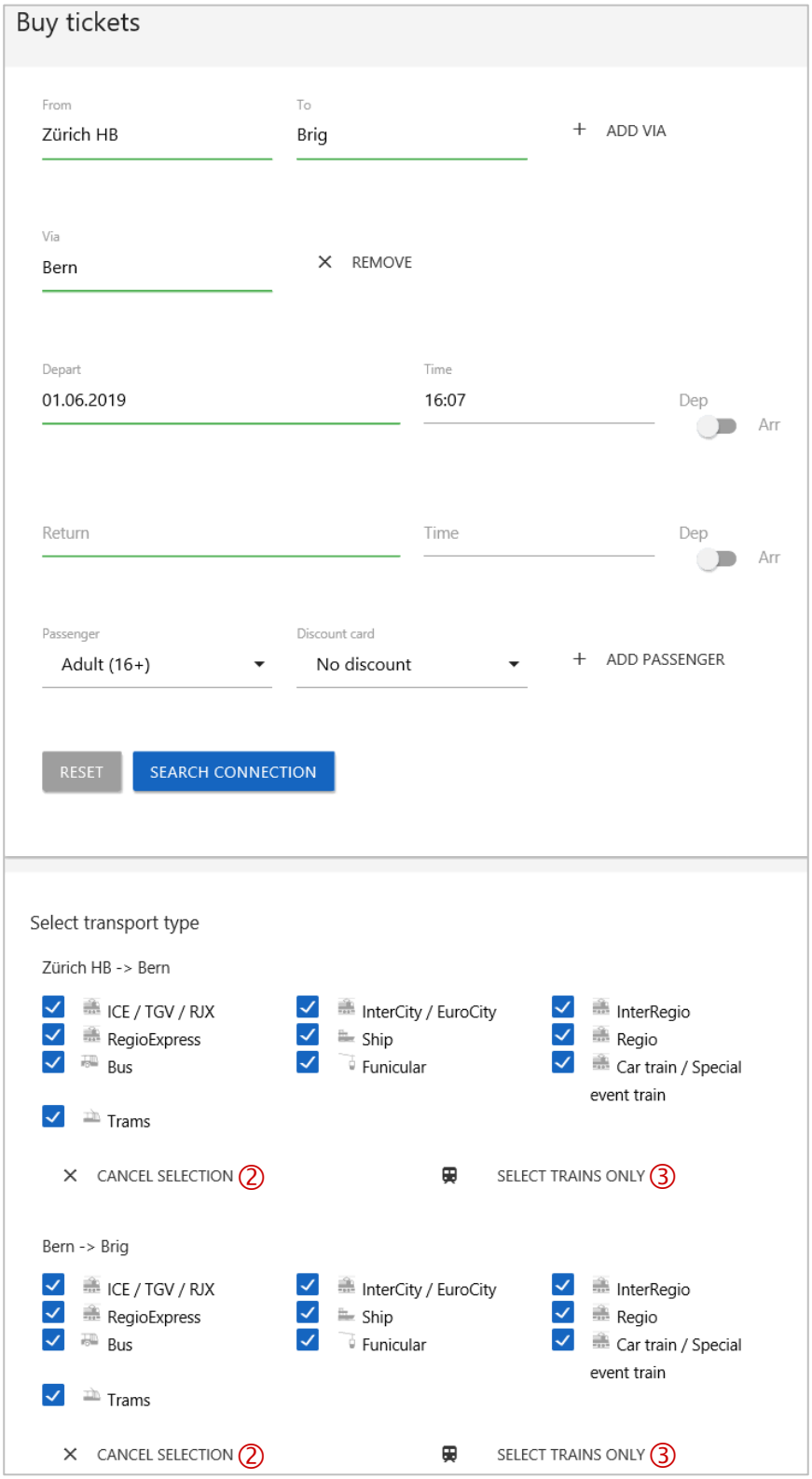
② There is an option for printing the timetable. This can be helpful during a consultation without ticket sale. In case the sale is completed, you will receive the selected timetable in the confirmation email.

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

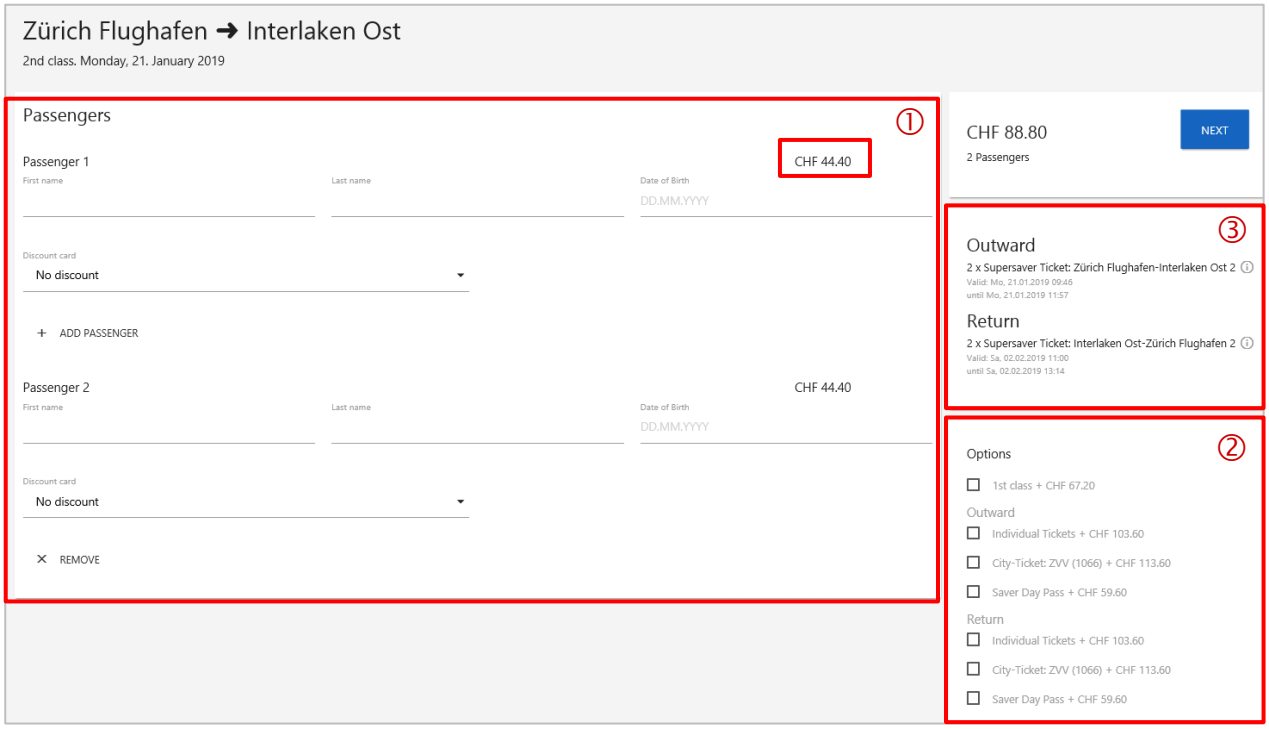



The type of transport or the train category can be selected for each section.

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

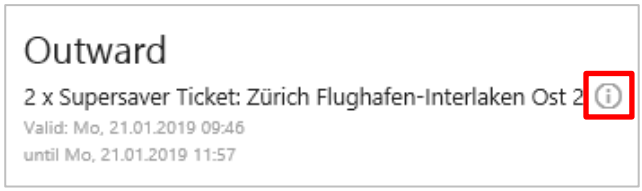



① Enter name, first name and birthdate of the passenger. These are mandatory fields. The information can be checked against an official identification document by the train crew. The fare per person is displayed on the right. Other passengers can be added or deleted.

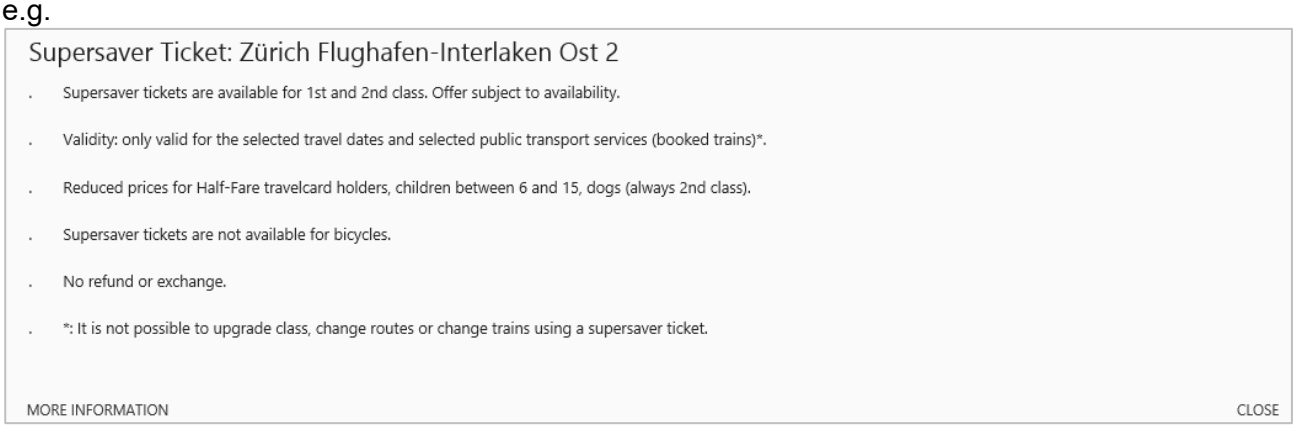
☛ The fare is calculated on the basis of the birthdate and is automatically updated. If the birthdate is within the range of a discount for children, the respective child's fare is displayed.

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

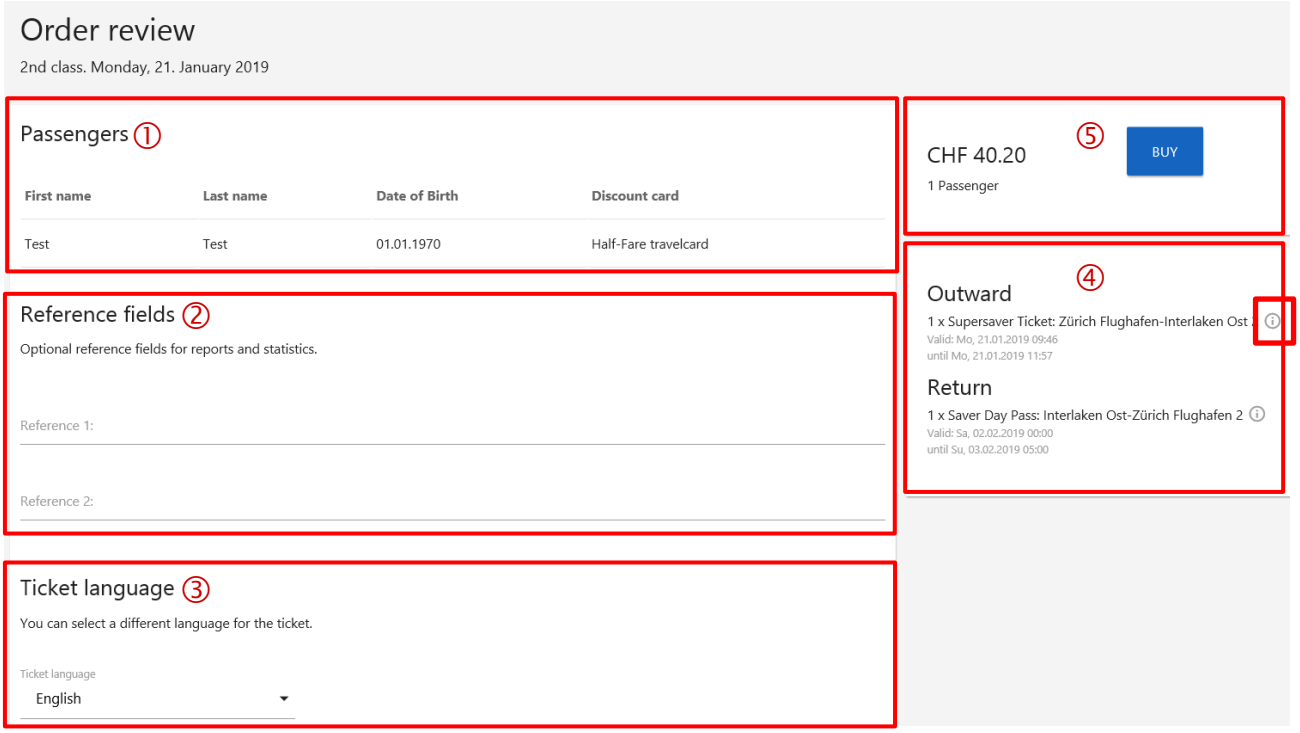
③ Overview of the selected offer up to this point. By clicking the info button, you will receive information about the details and conditions for the offer.




e.g.




## 3.2.5. 4. Complete sale




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.

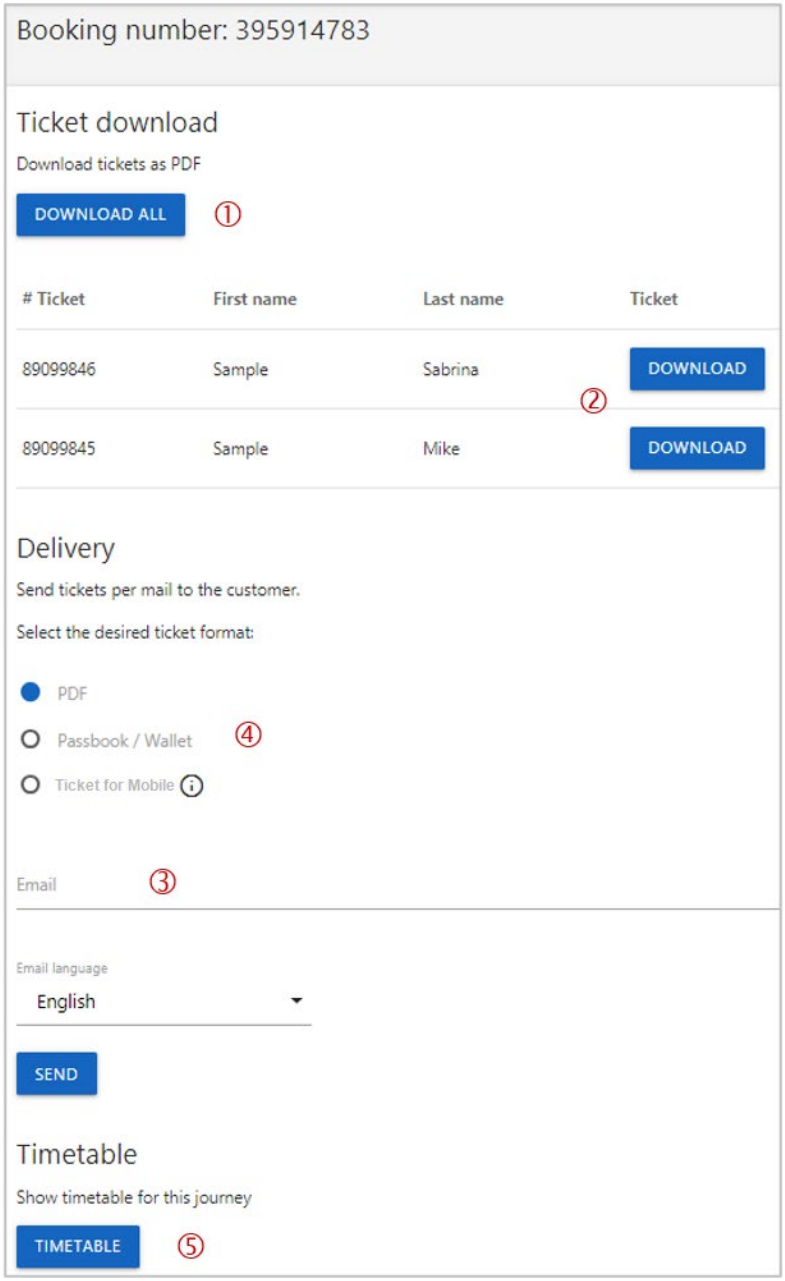
③ Select the ticket language: German, French, Italian, English

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

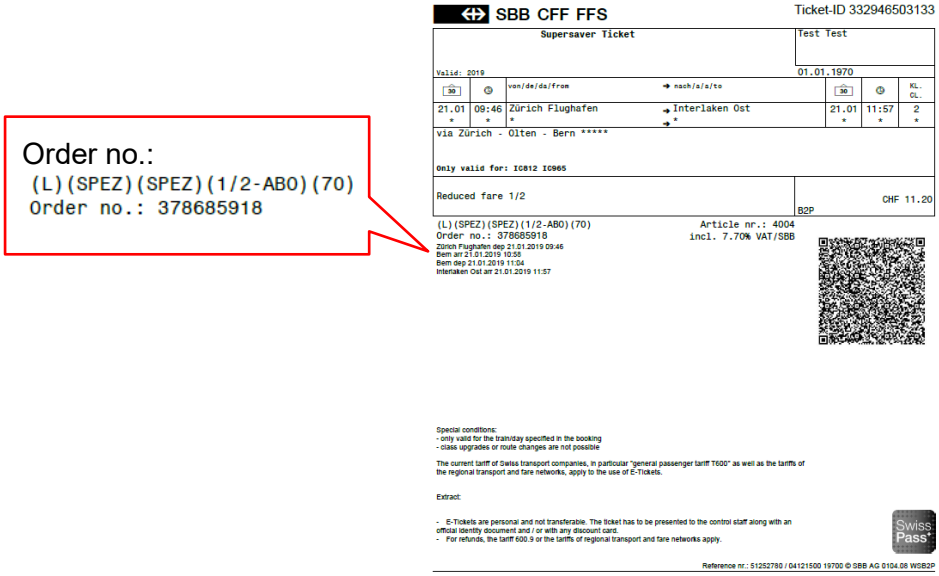
All purchased tickets per person are shown as download options. In case of a return journey, one ticket for the outward and one ticket for the return journey per person are available.




① Download / print all tickets

② Download / print tickets individually

**PDF ticket**

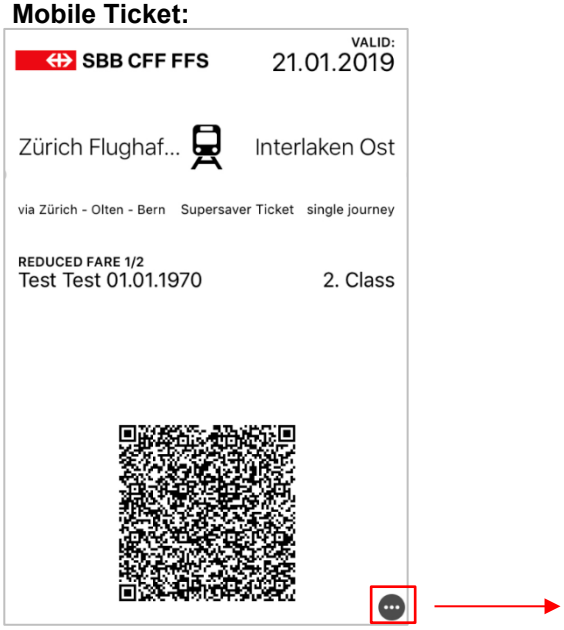



③ You can send the tickets to the passenger directly by email. Simply enter the respective email address. Also, for each sale you will automatically receive a confirmation email to the email address specified in your user profile in “Settings”.

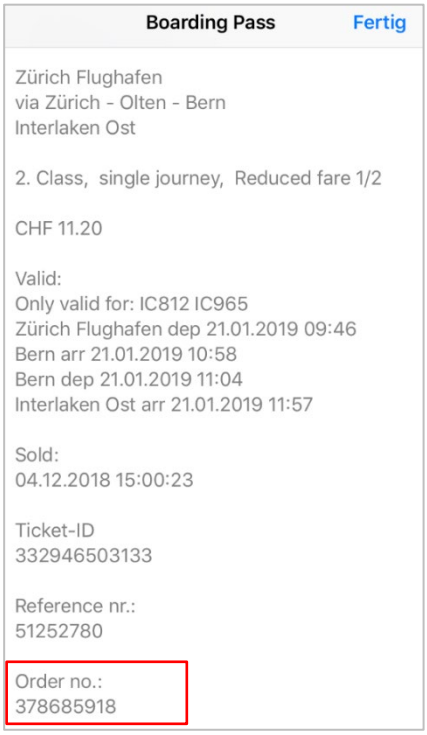
④ Select the ticket format: PDF, Passbook / Wallet or Ticket for Mobile.

- 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:**




**Detailed view:**



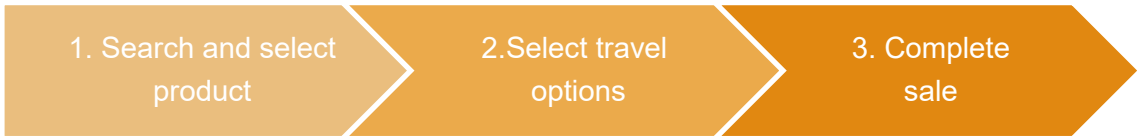
☛ Children up to their 6th birthday travel free of charge within Switzerland. Therefore, no tickets are issued for children below 6 years of age.

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.

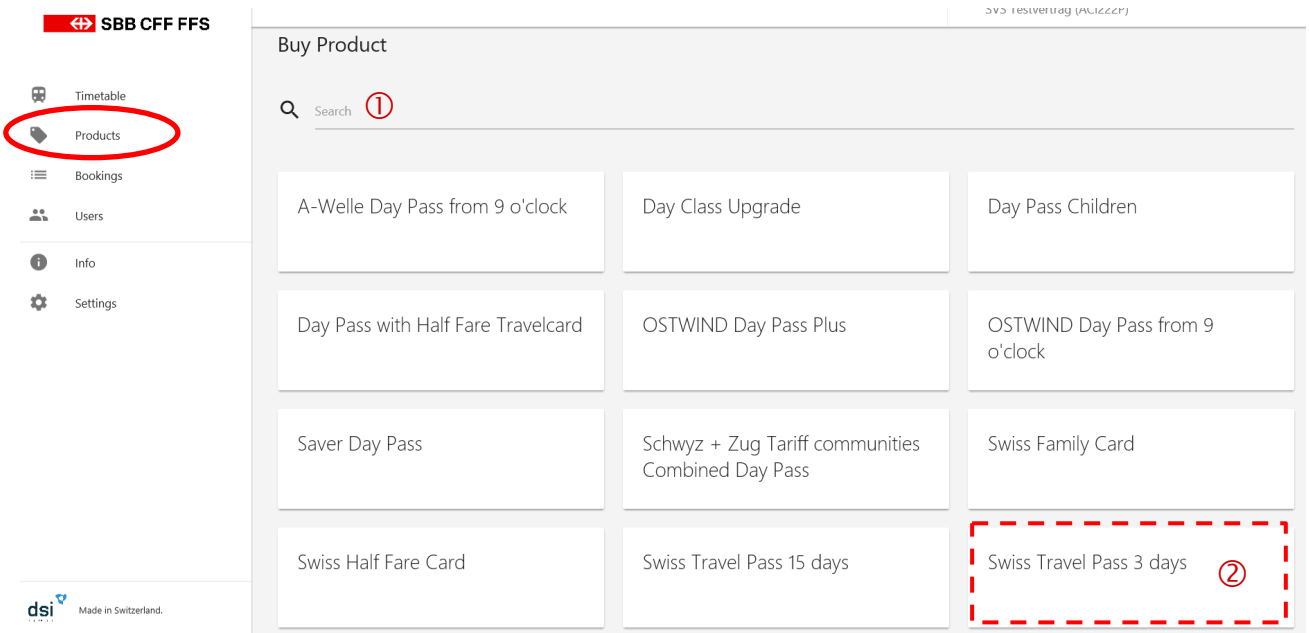
## 3.3. Product-based sale (booking process)

The product-based sale is mainly used for the sale of package offers. It can be completed in 3 steps:



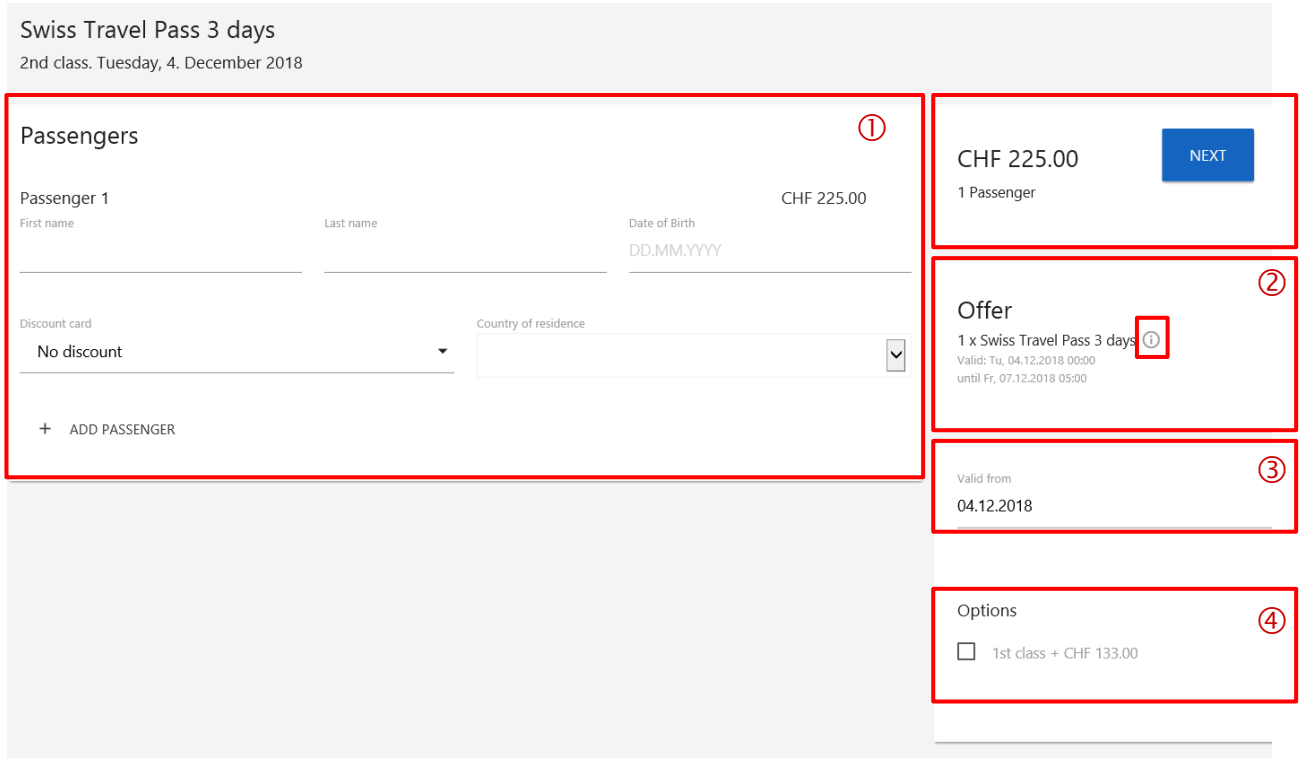

### 3.3.1. Search and select product

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




① Enter name, first name and birthdate of the passenger. These are mandatory fields. The information can be matched to an official identification document by the train crew. Depending on the product, some additional information such as the country of residence has to be provided. Other passengers can be entered as well.

② Overview of the selected offer up to this point. By clicking the info button, details and conditions for the offer are shown.

③ Select the validity date. Default value is the current date.

④ An upsell to 1st class can be selected here. The price difference to 2nd class is shown.

### 3.3.3. Complete sale **(see chapter 3.2.5)**

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

## 3.4. Reservations.

### 3.4.1. Available services

| Panoramic Train | Presale period | Refund via AgentClient* |
|---|---|---|
| **Bernina Express** | Entire booking period from current year open | • free of charge before day of validity<br>• not possible on/after day of validity |
| **Glacier Express** | 3 months (93 days) | • free of charge before day of validity<br>• not possible on/after day of validity |
| **Glacier Express Excellence Class** | Entire booking period from current year open | • free of charge before day of validity **within 24h after booking**<br>• not possible later than 24h after booking |
| **GoldenPass Express** (Montreux-Interlaken Ost-Montreux) | Entire booking period until timetable change in December open | • free of charge before day of validity<br>• not possible on/after day of validity |
| **GoldenPass MOB** (Montreux-Zweisimmen-Montreux) | Entire booking period until timetable change in December open | • free of charge before day of validity<br>• not possible on/after day of validity |
| **Gotthard Panorama Express** | Entire booking period from current year open | • free of charge before day of validity<br>• not possible on/after day of validity |
| **Luzern-Interlaken Express** | Entire booking period until timetable change in December open | • free of charge before day of validity<br>• not possible on/after day of validity |

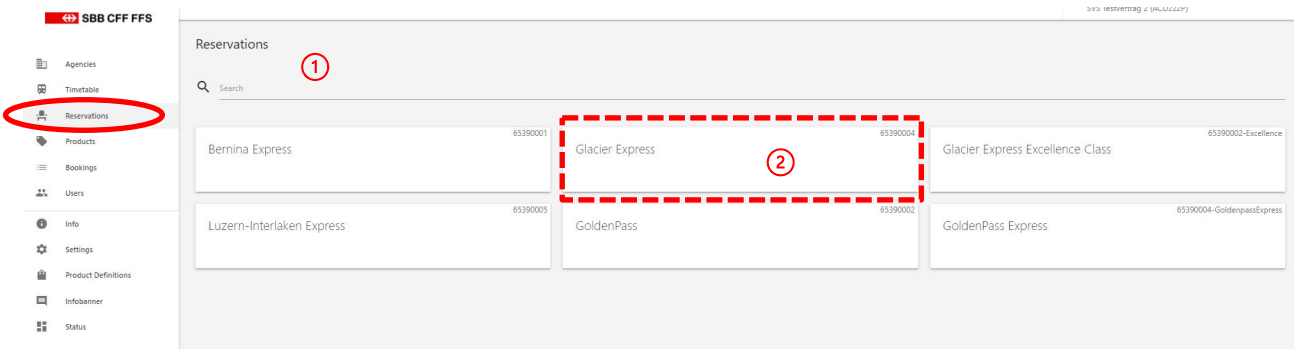
☛ * For more information on the refund process of seat reservations after validity, see chapter 6.3.4. SAV.

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

Reserve seats in just six steps:

## 3.4.2. 1. Select the panorama train

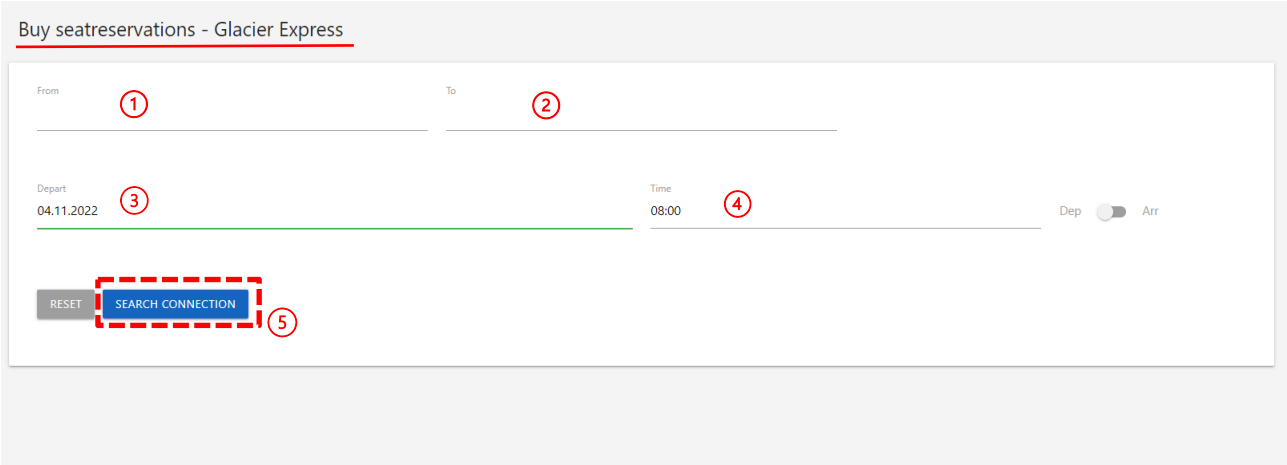
Select ‘Reservations’ in the tab on the left.



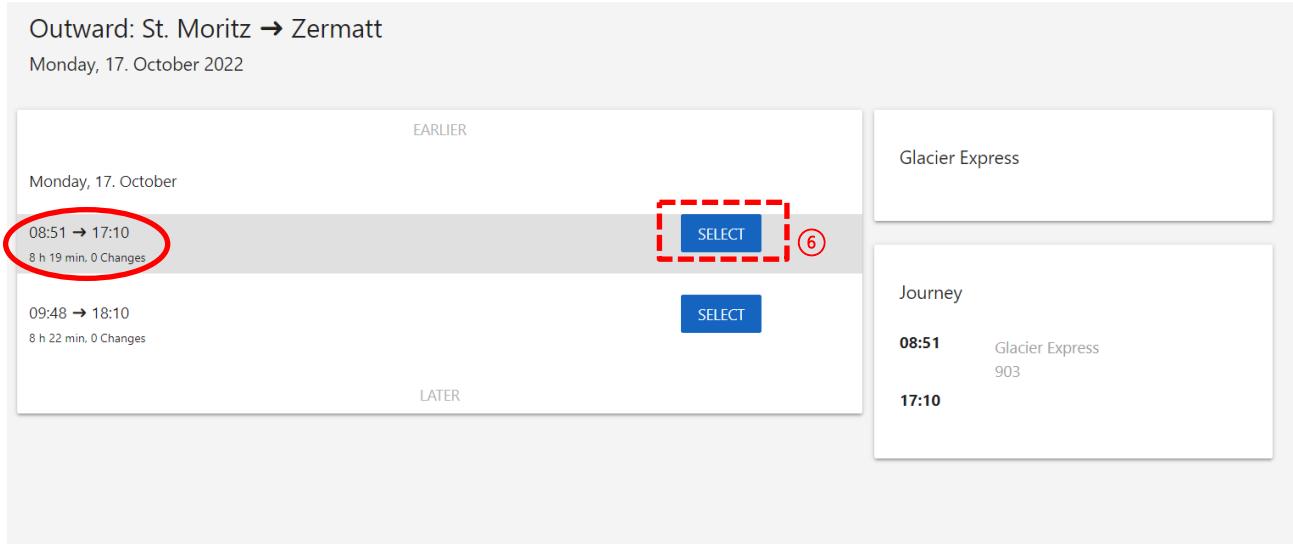

① Search the desired panorama train.
② Select the panorama train.

## 3.4.3. 2. Search and select a connection

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



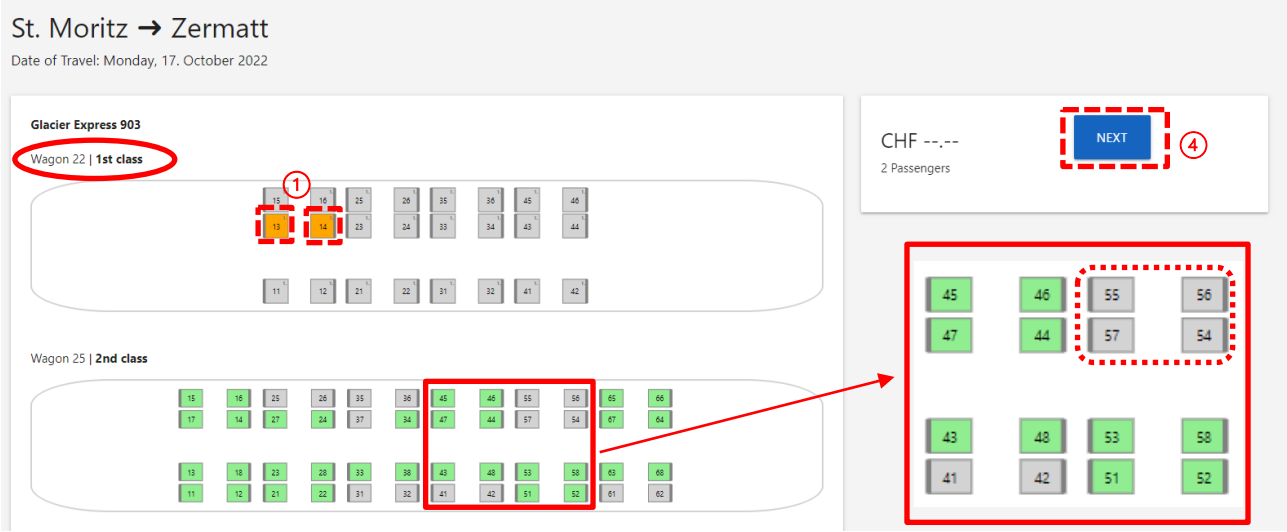

① Enter the departure point of the panorama train.
② Enter the destination of the panorama train.
③ Enter the desired travel date.
④ Enter the departure or arrival time.
⑤ Search for a suitable connection.



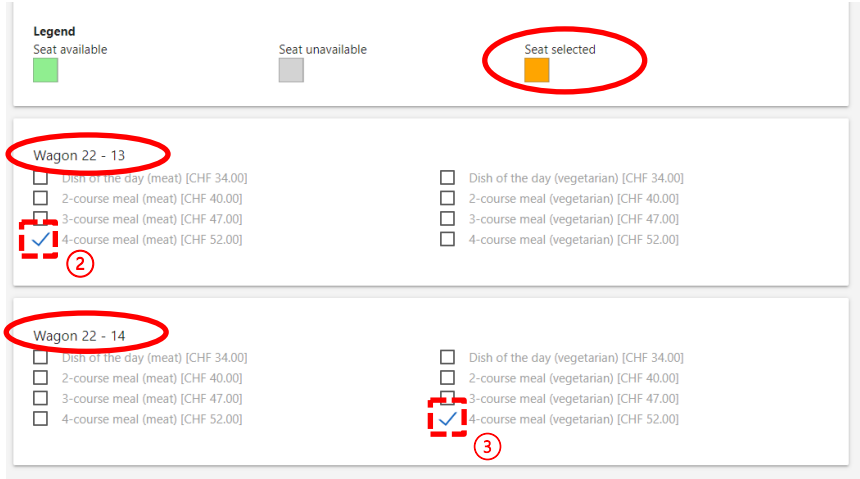

⑥ Select the desired connection.

### 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.



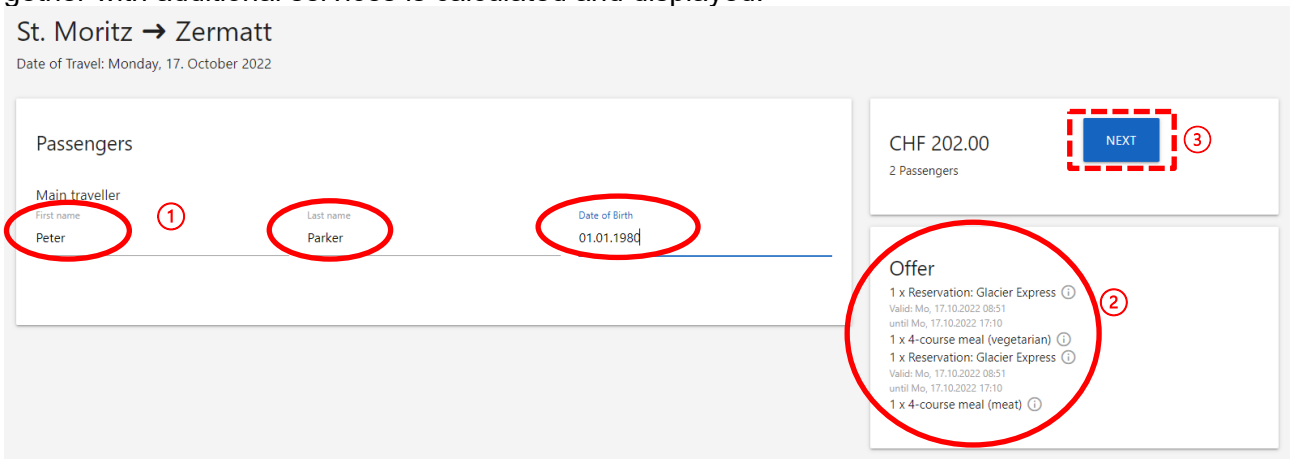

4-person compartment




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.




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

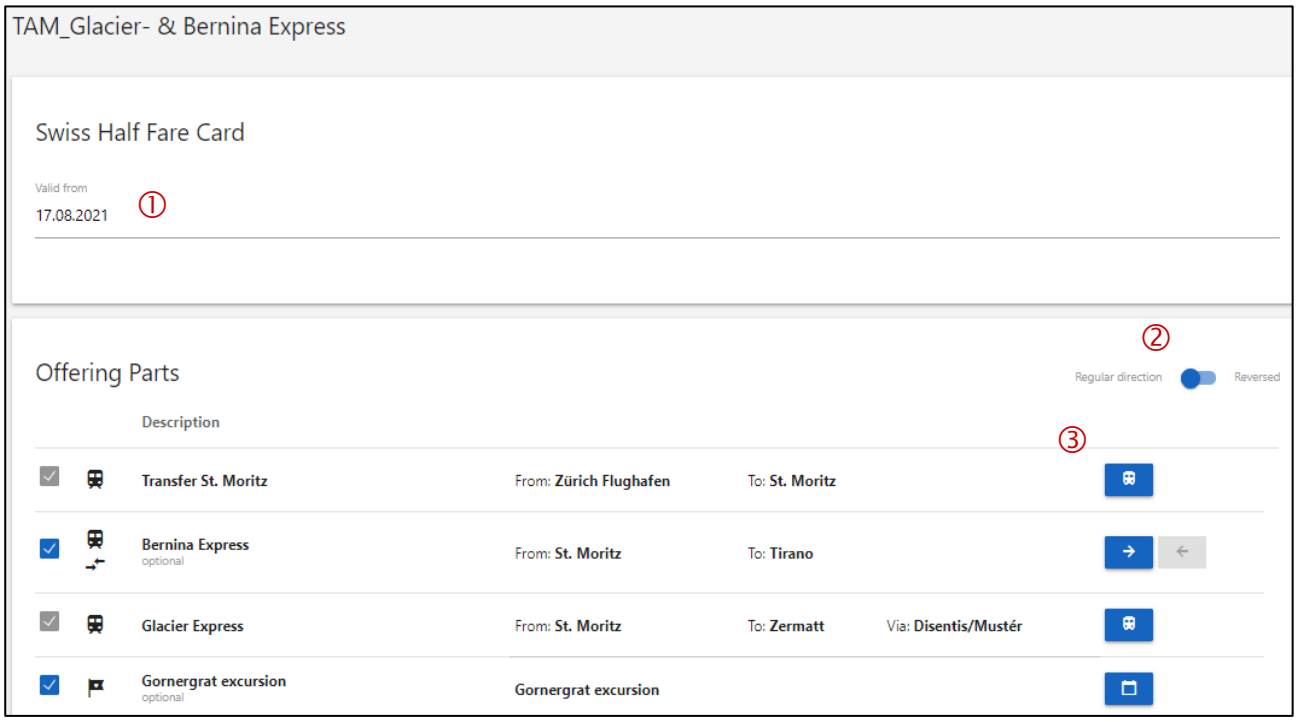
See section **Fehler! Verweisquelle konnte nicht gefunden werden.**.

## 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)

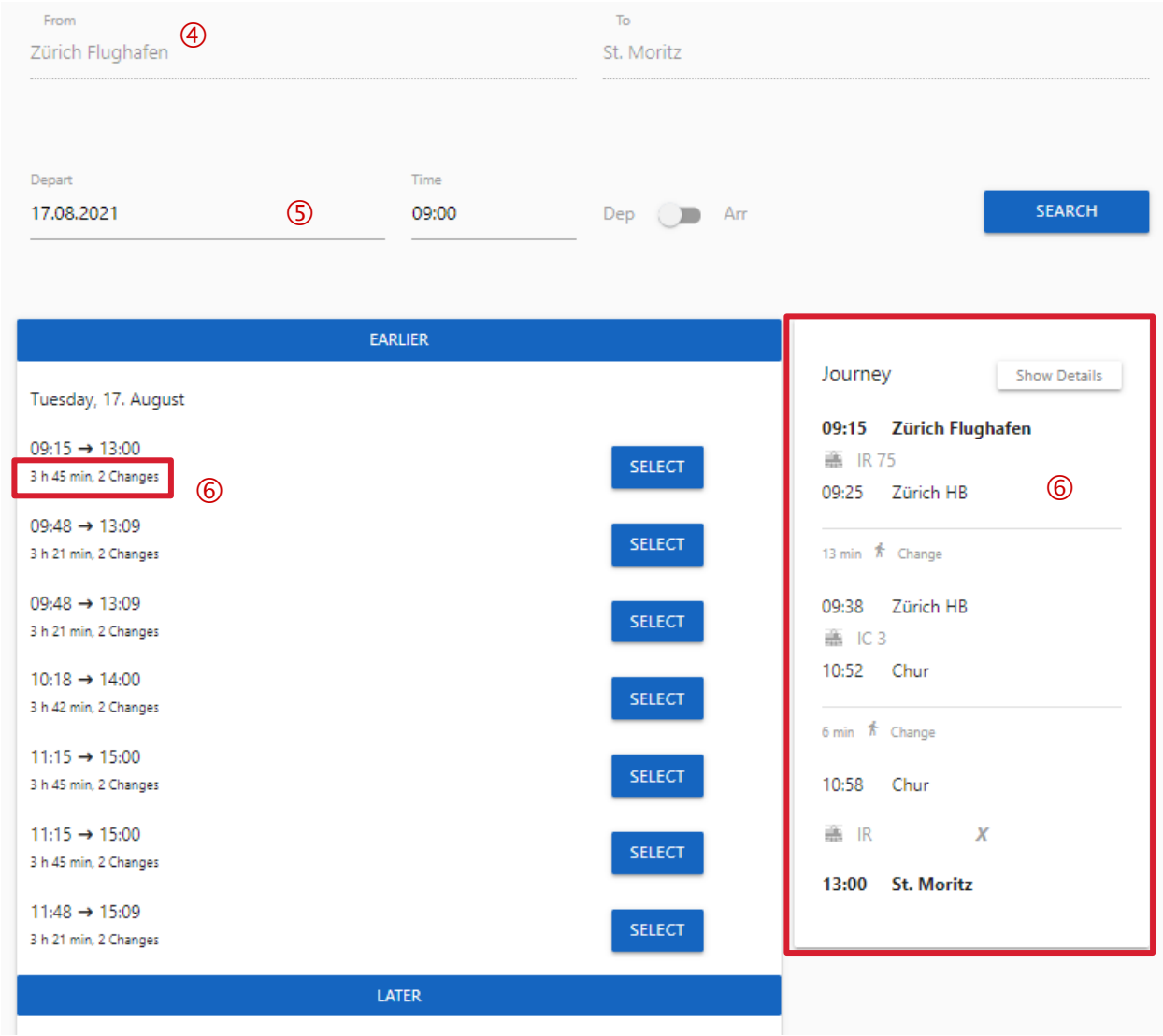
### 4.1.2. Select travel options.




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.

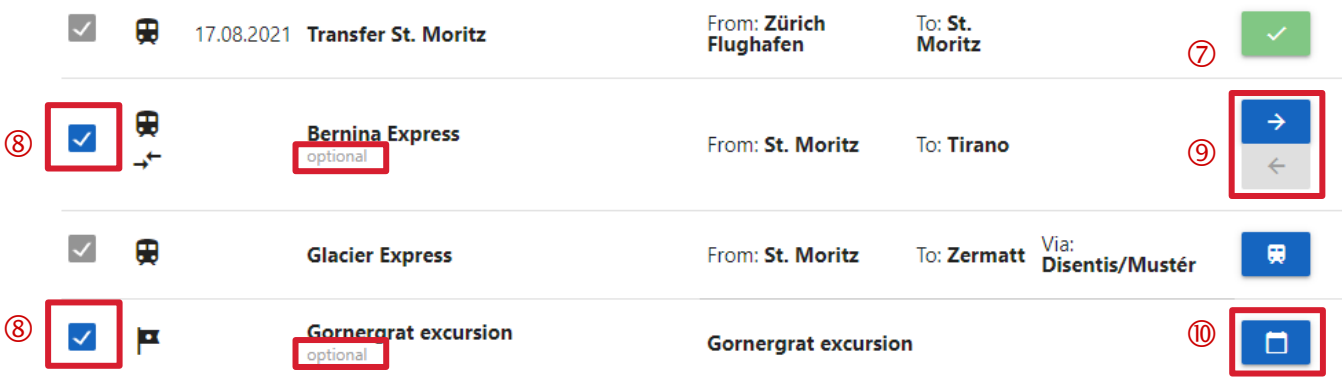
③ Select start point/route using the timetable, opens in a new window.




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.

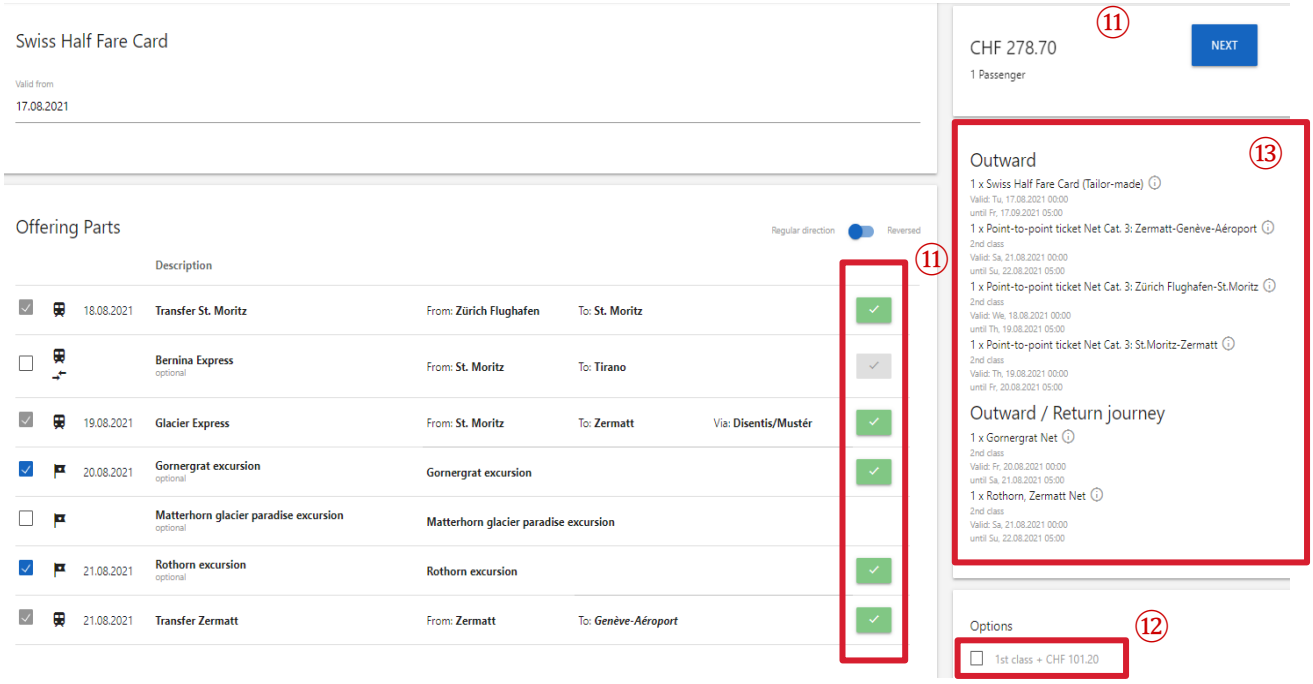



⑦ When a route is selected a green tick box will appear.

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.




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.

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.

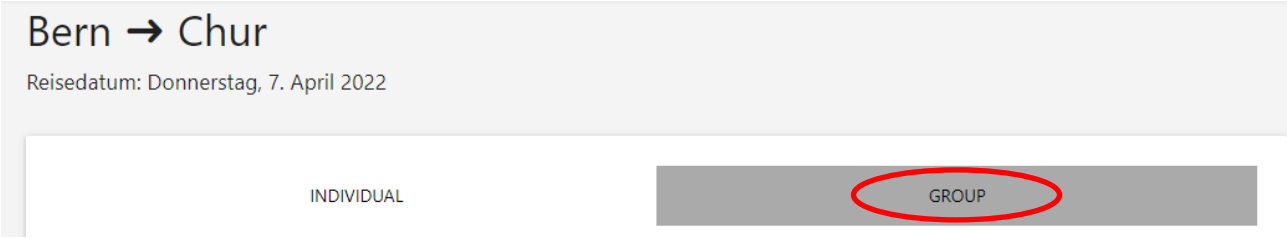
#### 4.1.5. Refunding of TAM tickets (see chapter 6.3.1)

## 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.

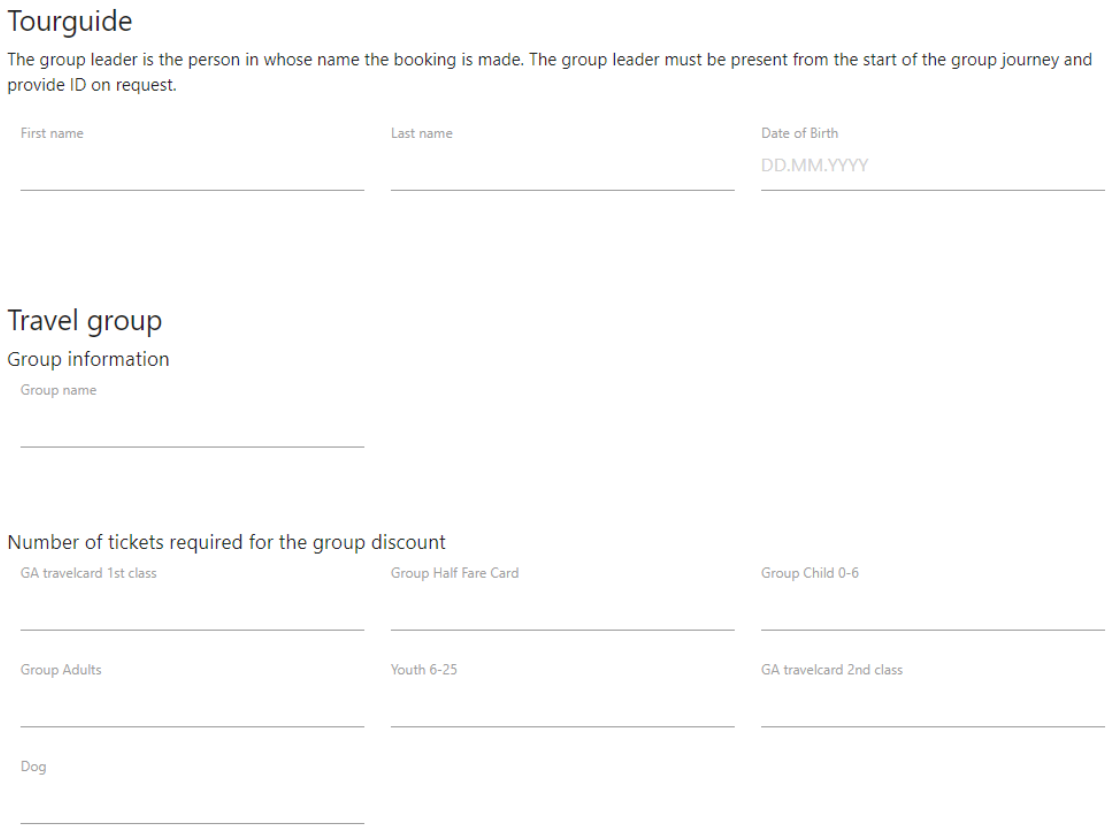
### 5.1. Group tickets with price imprint

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.




#### 5.1.1. Record details about the group

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




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.

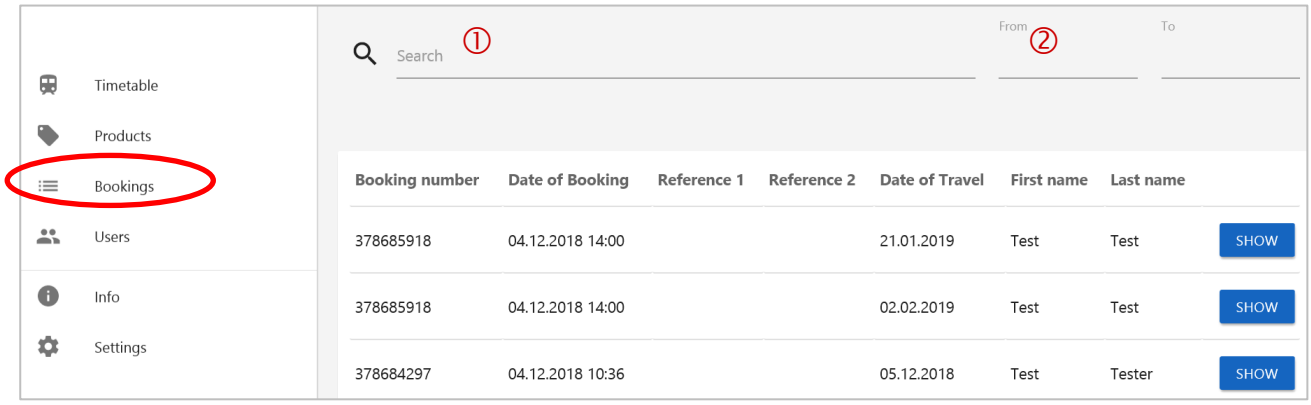
## 5.2. Group tickets without price imprint

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.

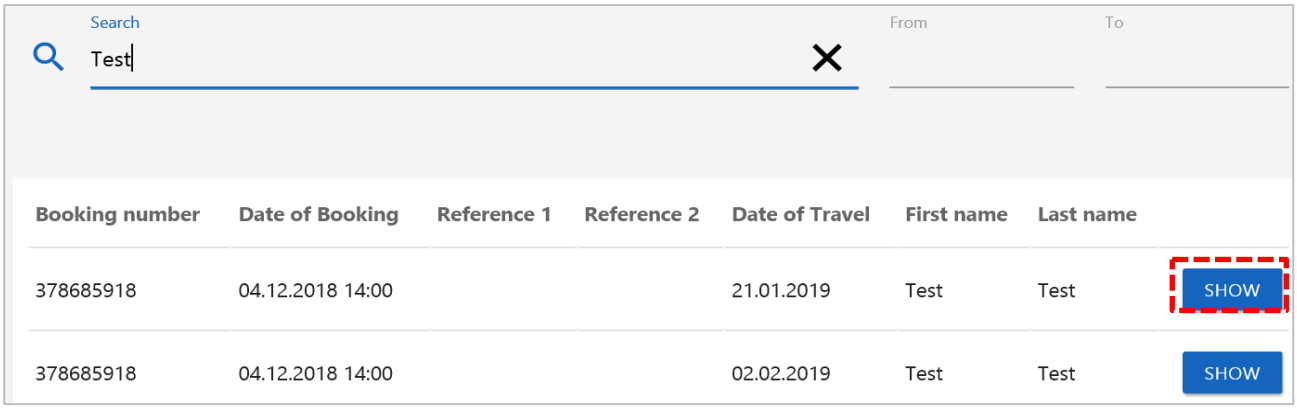



Without a search keyword, the last sales are listed in chronological order.
Purchases that have been done by your co-workers via this contract are also listed and can be displayed or refunded.

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

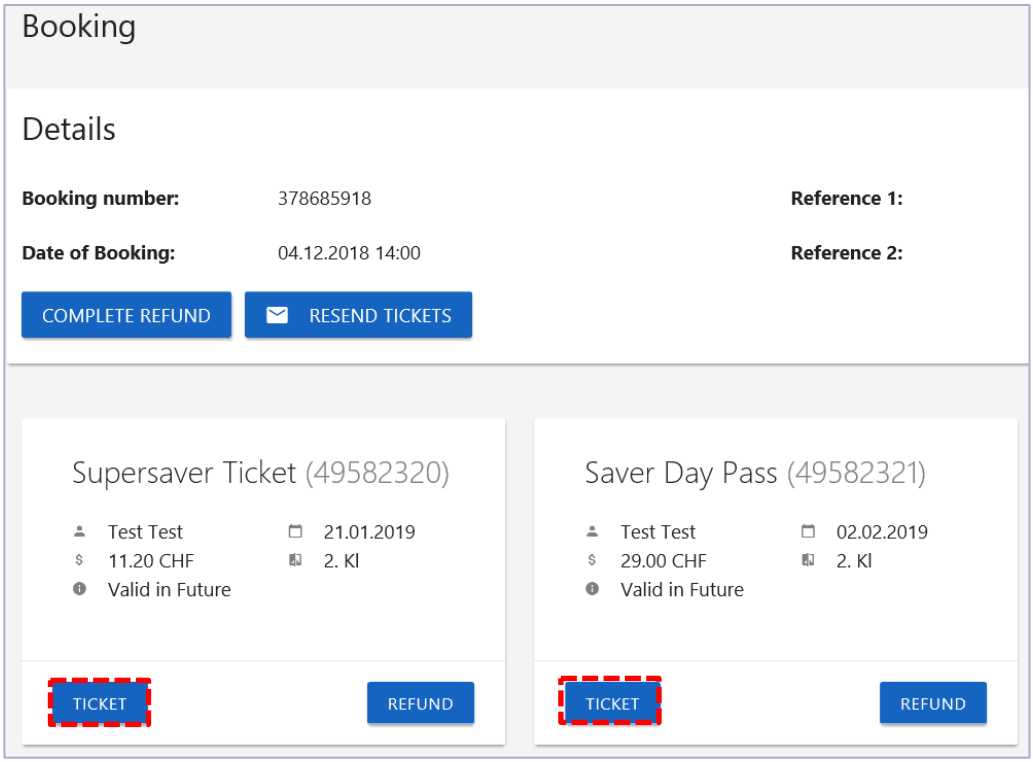
② Search for a time period:
- Selection of dates via calendar. This restricts the booking period as well as the travel date.

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



## 6.2. Reprinting of tickets

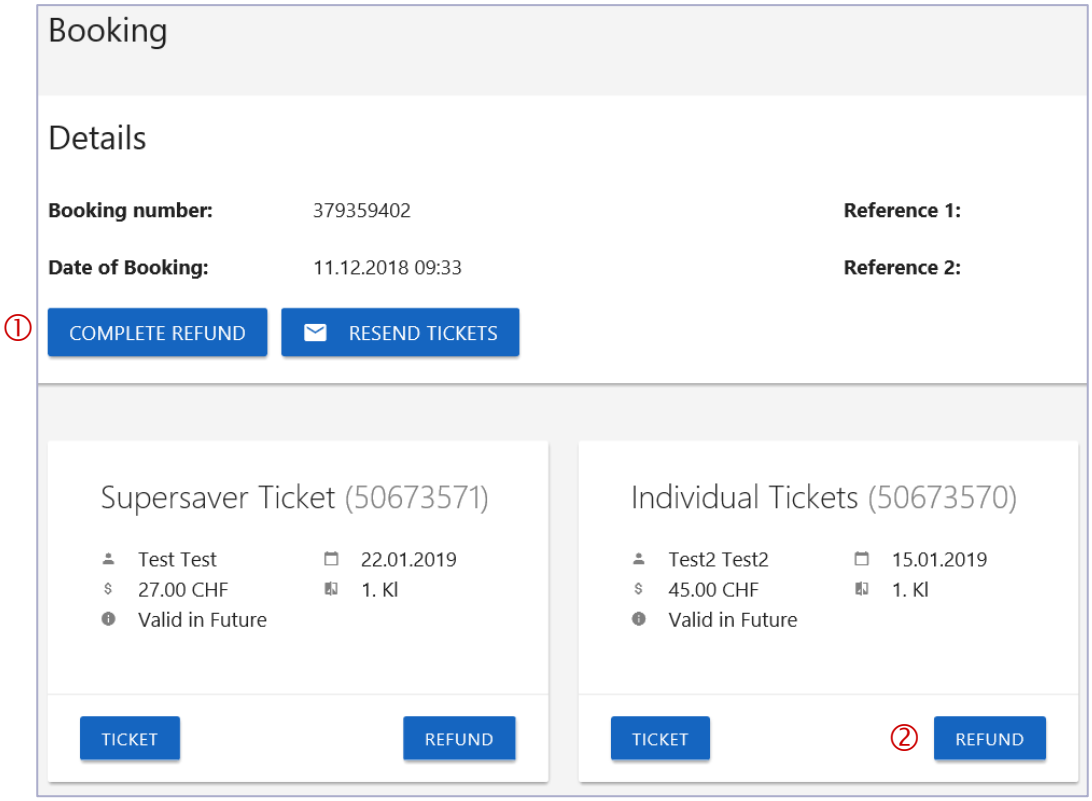
Tickets can be reprinted at will after issuing. Reprinting is possible until 1 year after the travel date.




## 6.3. Refunding of tickets

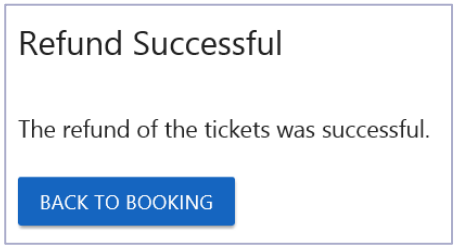
Tickets can be refunded directly via AgentClient until 1 day prior to the first day of validity, provided the chosen fare allows for a refund.

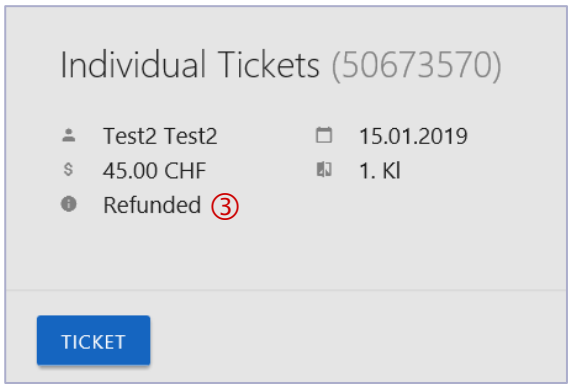
☛ A change of the e-ticket is not possible. If the travel date or the name of a passenger change, a new ticket has to be issued and the original ticket has to be refunded if the chosen fare allows for a refund.




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

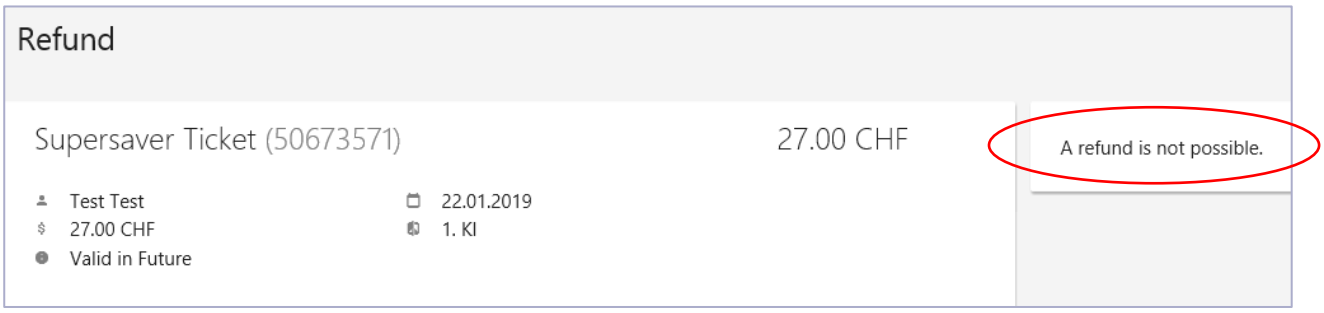
After the ticket has been successfully refunded, a confirmation is shown.




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.




### 6.3.1. Refunding of Tailor-made tickets.

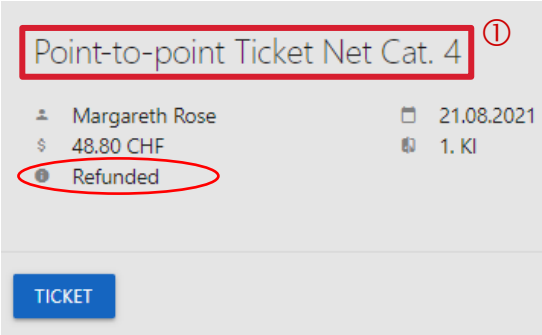
It is possible to refund the complete booking with all included tickets or individually selected tickets, see chapter 6.3.

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**




**Selection of the new ticket in the product-based sale**

### 6.3.2. Refunding of group tickets.

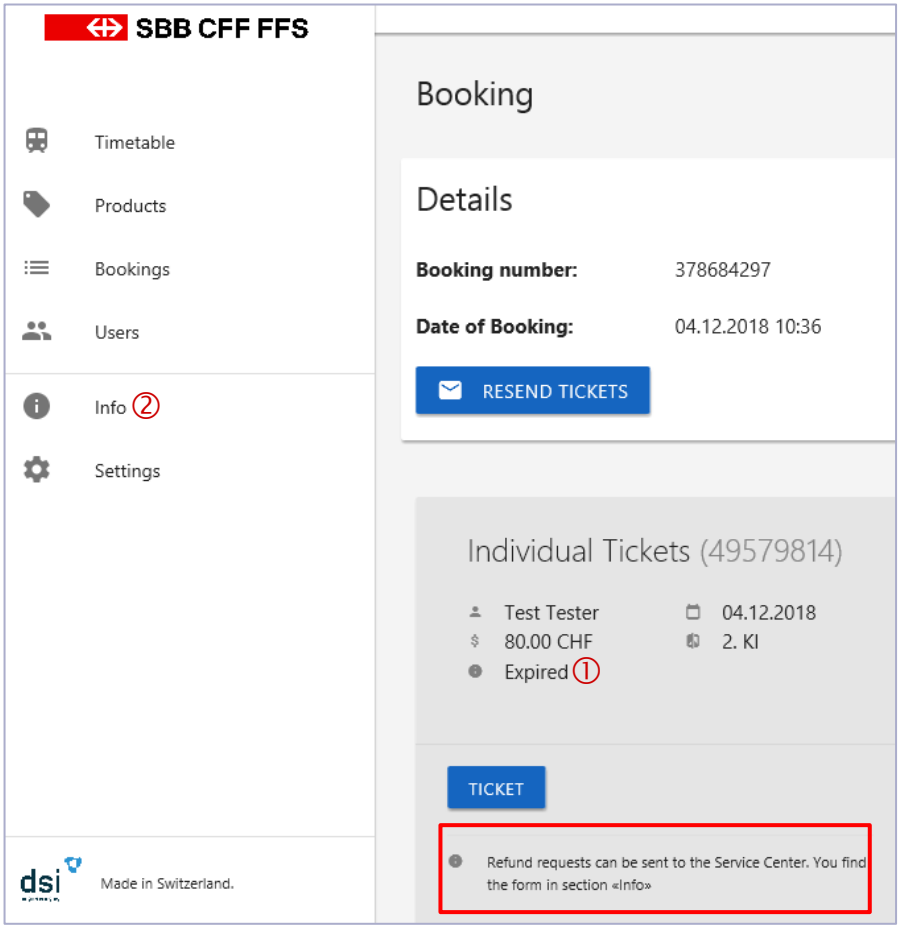
Tickets can be refunded free of charge via the AgentClient until one day prior to the first day of validity (see chapter 6.3).

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

### 6.3.3. Refunding of already validated or expired tickets

① Tickets that are already validated or have expired cannot be refunded via AgentClient.

② Requests for refunding can be made by means of an online form, which can be viewed and submitted under “Info”. Fill in and submit electronically. The request will be processed within 5 working days. The refund is done according to the chosen fare (fees apply). You can check under “Bookings” whether a ticket has already been refunded.




### 6.3.4. Refunds of seat reservations (panoramic trains).

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

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

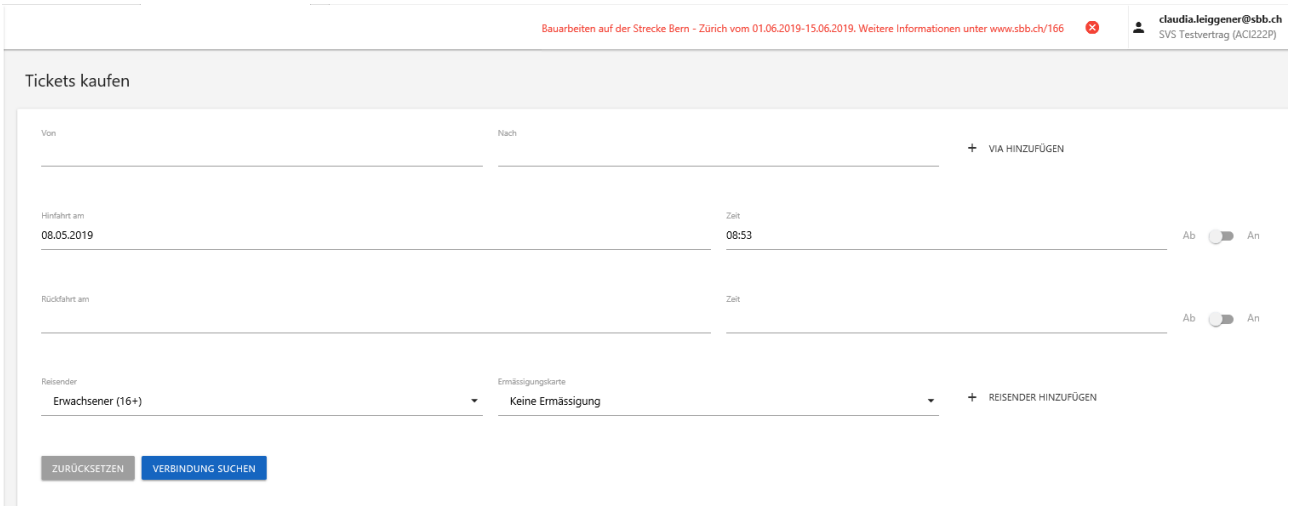
### 6.3.5. Service error on the day of issue

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

## 7. Information banner

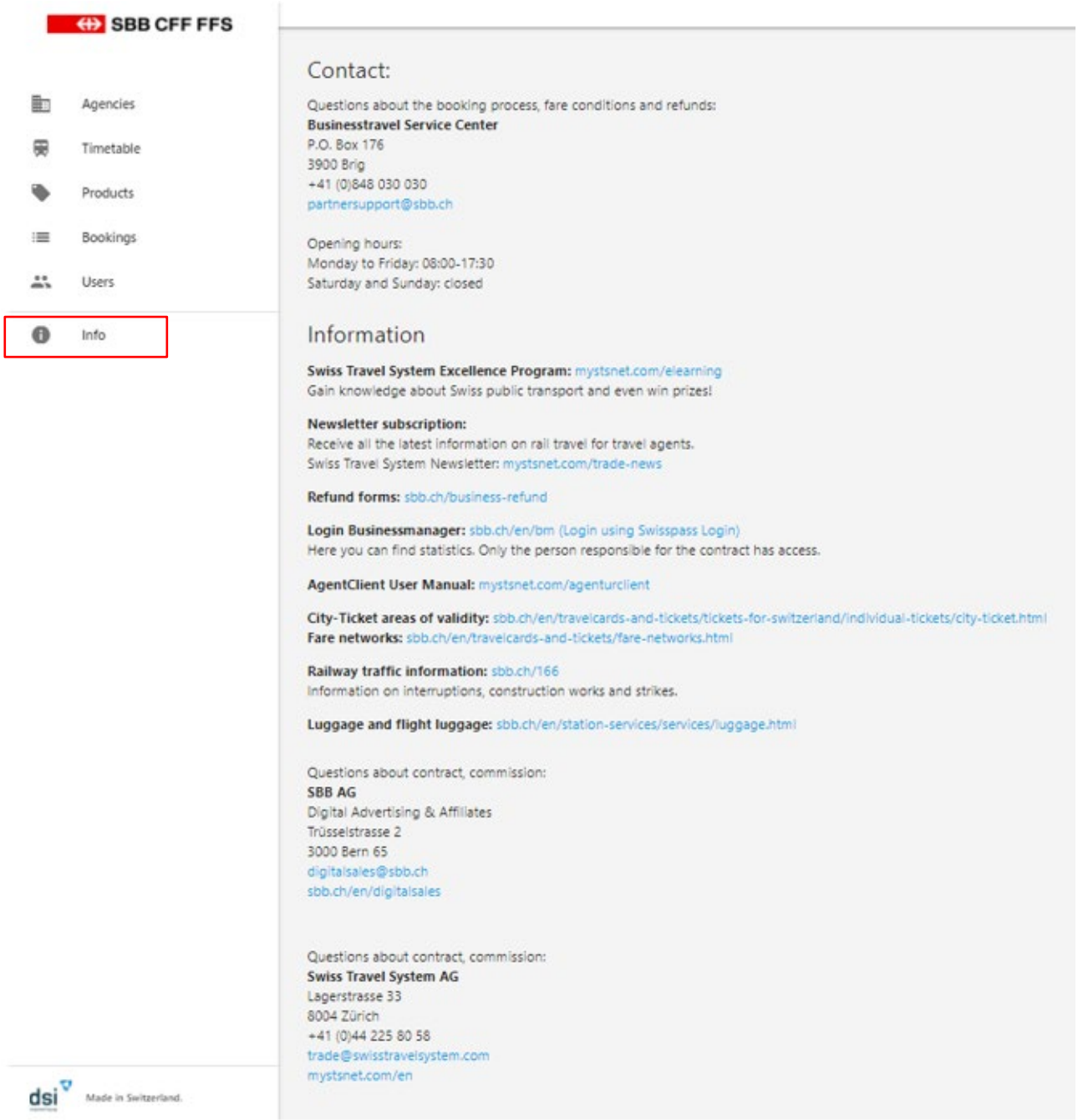
Information on interruptions, strike notifications, system failures, etc. are displayed in red. The info banner is located at the top in the middle and can be seen on every page of the sales process.

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



## 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.



## 9. Settings

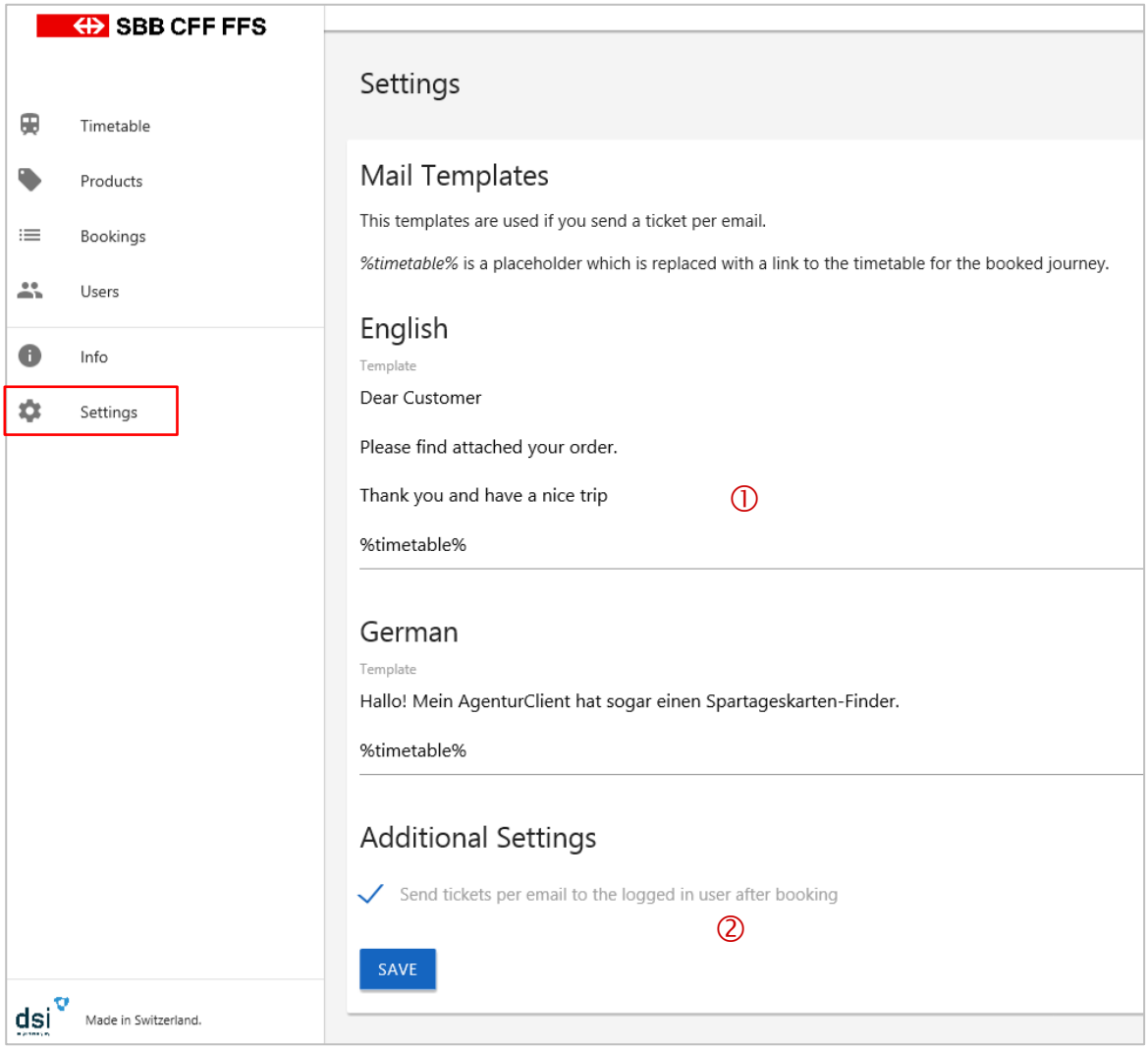
“Settings” are only displayed if you have administrator rights.

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.



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

Queries regarding contract and commission:
**SBB AG**
Digital Advertising & Affiliates
Trüsselstrasse 2
3000 Bern 65

digitalsales@sbb.ch
sbb.ch/en/digitalsales

Queries regarding contract and commission:
**Swiss Travel System AG**
Lagerstrasse 33
8004 Zürich

trade@swisstravelsystem.com
mystsnet.com/en