

B2B WEBSITE User Guide



RAILEUROPE®
Inspiring connections



Welcome to our website!

- ▶ Our booking tool Easy Rail Access (booking tool) is the new distribution system developed by Rail Europe. This web-based tool is designed to provide the best possible user experience, which means you'll find interaction with it to be intuitive, and the booking process smooth and fast, from researching and comparing schedules to saving and finalizing the transaction with a booking confirmation.
- ▶ This user manual has been created to walk you through the main transaction steps.

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1. BEFORE YOU START – IMPORTANT THINGS TO KNOW

COMPATIBILITY

Our booking tool is compatible with most internet browsers

- ▶ Certified browsers are: Microsoft Edge version 17 and above, Firefox version 54 and above, Google Chrome version 58 and above, Safari version 10.3 and above, Opera version 44 and above, Sogou version 9.2 and above, QQ version 1.61 and above and Yandex version 18.10.1 and above

URL: <https://agent.raileurope.com>

OFFERS

PRODUCTS AVAILABLE IN THE BOOKING TOOL

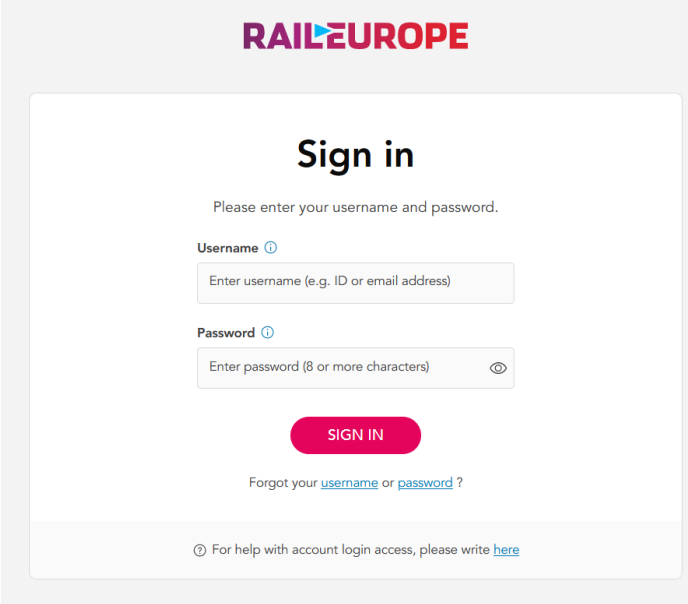


| Domestic | International |
|---|---|
| <input type="checkbox"/> SNCF (France) | <input type="checkbox"/> Eurostar (UK – France- Belgium – The Netherlands) |
| <input type="checkbox"/> Swiss Travel Pass (Switzerland) | <input type="checkbox"/> Trenitalia (Italy - France) |
| <input type="checkbox"/> SBB (Switzerland) | |
| <input type="checkbox"/> SJ (Sweden) | <input type="checkbox"/> TGV Lyria (France – Switzerland) |
| <input type="checkbox"/> National Rail (United Kingdom) | <input type="checkbox"/> Renfe-SNCF in cooperation (France-Spain) |
| <input type="checkbox"/> Renfe (Spain) | <input type="checkbox"/> DB - SNCF in cooperation (France-Germany) |
| <input type="checkbox"/> Ouigo Spain (Spain) | <input type="checkbox"/> Thalys (France – Belgium – Germany – The Netherlands) |
| <input type="checkbox"/> Trenitalia (Italy) | <input type="checkbox"/> Eurail Global Pass |
| <input type="checkbox"/> Italo (Italy) | <input type="checkbox"/> TGV France – Italy |
| <input type="checkbox"/> Deutsche Bahn (Germany) | <input type="checkbox"/> France - Freiburg |
| <input type="checkbox"/> Eurail One Country Pass | <input type="checkbox"/> Paris – Luxembourg |

Note that this is only the **current** product lineup. More products will be made available soon, so keep an eye on the “What’s New” carousel for more updates on product availability.

Login and password

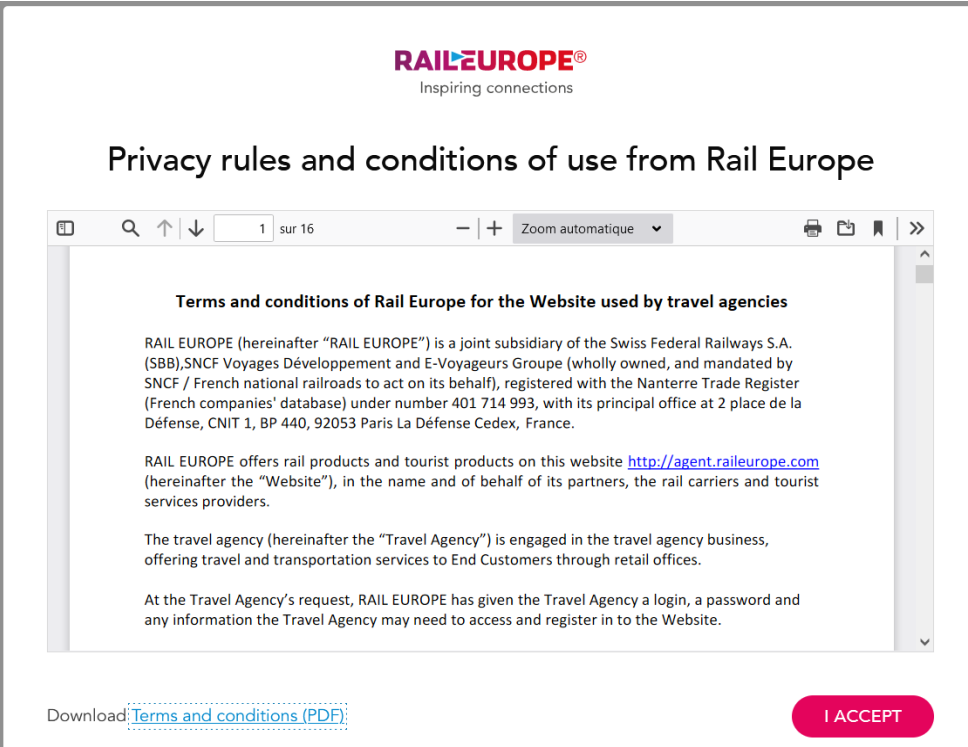
- ▶ Each individual user of our booking tool will be given a personal username to login, based on information provided by the user.
- ▶ You'll be required to change your password no later than 15 days after your first login. It is advised to create a password of at least 8 characters, including lowercase and uppercase alphabetic characters, numbers, and symbols.
- ▶ Can't remember your password? Click on the “Forgot your password?” link and we'll send you a new one.
- ▶ Do NOT share your login or password with anyone. It is unique to you.
- ▶ Can't remember your username? Click on the “Forgot your username?” link and we'll send you a reminder.



The screenshot shows the RAIL EUROPE Sign in page. At the top is the RAIL EUROPE logo. Below it is the heading "Sign in" and a prompt: "Please enter your username and password." There are two input fields: "Username" with a help icon and placeholder text "Enter username (e.g. ID or email address)", and "Password" with a help icon, placeholder text "Enter password (8 or more characters)", and a toggle icon. A red "SIGN IN" button is centered below the fields. Below the button is a link: "Forgot your [username](#) or [password](#) ?". At the bottom, there is a footer: "For help with account login access, please write [here](#)".

Terms and conditions

- ▶ Once you have logged in, you will need to accept the terms and conditions of Rail Europe to proceed. You have the possibility of downloading them in PDF format and keeping them.



The screenshot displays the Rail Europe website interface. At the top, the Rail Europe logo is visible with the tagline "Inspiring connections". Below the logo, the heading "Privacy rules and conditions of use from Rail Europe" is centered. The main content area is titled "Terms and conditions of Rail Europe for the Website used by travel agencies". The text describes Rail Europe as a joint subsidiary of the Swiss Federal Railways S.A. (SBB), SNCF Voyages Développement and E-Voyageurs Groupe, and provides details about its registration and principal office in France. It also states that Rail Europe offers rail and tourist products on its website, <http://agent.raileurope.com>, and that travel agencies are engaged in the travel agency business, offering services to end customers through retail offices. At the bottom of the page, there is a link to download the terms and conditions in PDF format and a red button labeled "I ACCEPT".

RAIL EUROPE®
Inspiring connections

Privacy rules and conditions of use from Rail Europe

Terms and conditions of Rail Europe for the Website used by travel agencies

RAIL EUROPE (hereinafter "RAIL EUROPE") is a joint subsidiary of the Swiss Federal Railways S.A. (SBB), SNCF Voyages Développement and E-Voyageurs Groupe (wholly owned, and mandated by SNCF / French national railroads to act on its behalf), registered with the Nanterre Trade Register (French companies' database) under number 401 714 993, with its principal office at 2 place de la Défense, CNIT 1, BP 440, 92053 Paris La Défense Cedex, France.

RAIL EUROPE offers rail products and tourist products on this website <http://agent.raileurope.com> (hereinafter the "Website"), in the name and of behalf of its partners, the rail carriers and tourist services providers.

The travel agency (hereinafter the "Travel Agency") is engaged in the travel agency business, offering travel and transportation services to End Customers through retail offices.

At the Travel Agency's request, RAIL EUROPE has given the Travel Agency a login, a password and any information the Travel Agency may need to access and register in to the Website.

Download: [Terms and conditions \(PDF\)](#)

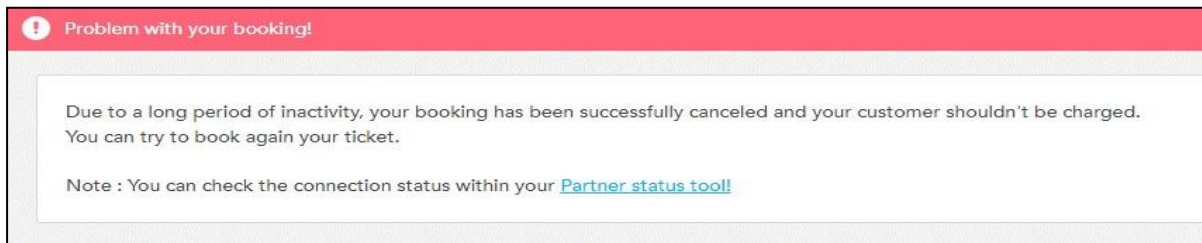
I ACCEPT

Security verification

- ▶ For security reasons, we have asked users to provide their mobile number (not a landline). This number is necessary in case our system detects a fraudulent and/or unauthorized login attempt. If such a challenge to security is detected, a text message will be sent to that mobile number for verification.

Contact us

- ▶ Contact us – the link is at the top right of the homepage where you can find your username and log out
- ▶ You have the possibility of making enquiries if you have any difficulties or questions



PNR hints

- ▶ Our booking tool has 15 minutes from the search results to confirm the PNR, otherwise you'll get an error message.
- ▶ As soon as the PNR is created, the carrier Ticketing Time Limit (TTL) becomes active.

Lead traveler or “Traveler 1” - required information

- ▶ Traveler information must match the details on the traveler's passport. Enter the details carefully, you will not be able to modify this information later.
- ▶ An email address and phone number are required for the lead traveler, “Traveler 1”. For travel alerts, the carrier will email and text the traveler. If no phone number that can be reached in Europe is available, “+1111111111” may be entered for this required field.

2. HOW DO I LOG IN ?

- ▶ Open the booking tool <https://agent.raileurope.com>
- ▶ Click **Login** (Your individual Username and a generic password were emailed to you. Open a case in myRailEurope if you have not received it, or need it sent again. Your password will need to be changed the first time you log in)
- ▶ You are logged in when your Username appears at the top of the page, on the right.
- ▶ If you need to reset your password:
 - Click on **Forgot your password?**
 - Enter your Username in the pop-upbox and click on **Send code**
 - An email will be sent to you with a verification code
 - Enter the verification code along with your new password in the pop-up box and click on **Change Password**

RAIL EUROPE

[← Back to Sign In](#)

Forgot your password?

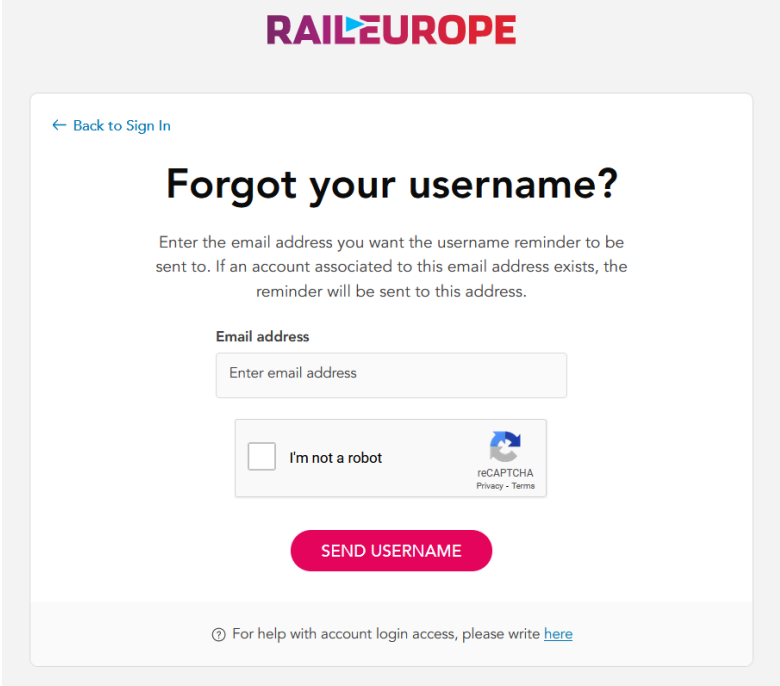
Enter the username associated with your account, and we'll email you a code to reset your password.

Username ⓘ

SEND CODE

ⓘ For help with account login access, please write [here](#)

- ▶ If you don't remember your username:
 - Click on **Forgot your username?**
 - Enter the email address attached to your username, confirm you're not a robot click on **Send username**
 - If the email address entered is attached to an existing username, an email will be sent to you with a reminder of your username
 - You'll be redirected to the login screen.



The screenshot shows the RAIL EUROPE website's 'Forgot your username?' page. At the top right is the RAIL EUROPE logo. Below it is a blue link for '← Back to Sign In'. The main heading is 'Forgot your username?'. Below the heading is a paragraph: 'Enter the email address you want the username reminder to be sent to. If an account associated to this email address exists, the reminder will be sent to this address.' There is a text input field labeled 'Email address' with the placeholder text 'Enter email address'. Below the input field is a reCAPTCHA widget with a checkbox labeled 'I'm not a robot' and the reCAPTCHA logo. At the bottom of the form is a red button labeled 'SEND USERNAME'. At the very bottom of the page is a footer with a question mark icon and the text 'For help with account login access, please write [here](#)'.

3. ABOUT HOMEPAGE

Contact us
Rail Europe Trainings
Your Homepage

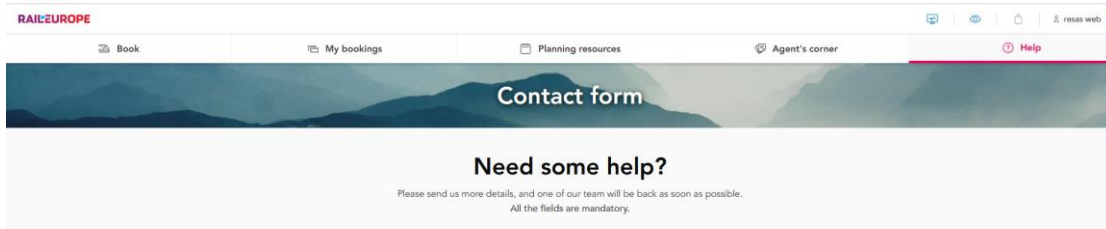
Contact us

- ▶ **Contact us** is where you can submit your enquiries using pre-selected topics such as *After-sales, Help to book a journey, Payment and Account management*. You can then choose the reason of your enquiry in **More details**, where you can specify your demand and write a message.

The screenshot displays a user profile page for 'Estelle Troadec'. At the top, there is a navigation bar with a home icon, a user icon, and the name 'Estelle Troadec' with an upward arrow. Below this, the page is divided into several sections:

- Internal Key Account Test**: A section containing the text 'Account number: 556677'.
- User and Email Information**: A section containing 'Username: etroadec' and 'Email: etroadec@raileurope.com'.
- Navigation Menu**: A list of options with icons: 'Access management' (people icon), 'Billing center' (dollar sign icon), and 'Contact us' (question mark icon). A hand cursor is pointing at the 'Contact us' option.
- Logout Button**: A rounded rectangular button labeled 'LOG OUT' at the bottom of the menu.

Which query type should I choose?



Contact form

Need some help?

Please send us more details, and one of our team will be back as soon as possible.
All the fields are mandatory.

About your enquiry

Enquiry type

After-sales

Help to book a journey

Payment

Account management

Help to book ADTS / Complimentary passes

WEBSITE TIPS

Checked information

Before sending us an enquiry, please be sure you have checked information about your enquiry. We will answer you shortly and try to help you the best.

GENERAL HELP SUGGESTION

Training resources

For up to date news on all our online training, see our [YouTube channel](#).

Need some help?

Please send us more details, and one of our team will be back as soon as possible.
All the fields are mandatory.

About your enquiry

Enquiry type

Help to book a journey

Your booking reference

Do you have a booking reference? ⓘ

Yes No

Booking reference (A123456789)

KD74981332

Choose an item

Marseille Saint-Charles > Milano Centrale (PNR: CGRZRN)

Your PNR

You can only select one PNR at a time. For an enquiry concerning the entire booking you have to make another enquiry

TRIP 1 : Marseille Saint-Charles → Milano Centrale

THELLO - Train number 145

Thu. 13 Aug. 2020 - 11:28 AM (UTC +00:00)

x1 TEST AD (Adult)

PNR: CGRZRN
€27⁰⁰ (€27⁰⁰)

Select the right choice

I have an issue I have a question

What is your issue about?

Your item

Please give us the itinerary details

Origin, destination, round trip, number of passengers, and any other specific information about your issue.

Max. 450 characters

Please check all the information before clicking on the button.

- ▶ **Help to book a journey** is where you can ask questions if you face issues during the booking flow or about an existing booking.

Which query type should I choose?

- ▶ **Payment** enquiry type is the place for questions related to payment multiple charges, multiple attempts, payment not accepted or error at checkout.
- ▶ **Account Management** query type is to be selected for any question or issue with user set up (change industry number, address, phone number, name of agency, consortia affiliation, change admin contact, create agent profile or delete agent user), or concerning Bills, Commissions and allowance management.
- ▶ **After-sales** query type is used to make travel date or time change, or for exceptional claims.

Need some help?

Please send us more details, and one of our team will be back as soon as possible.
All the fields are mandatory.

About your enquiry

Enquiry type

Account management

More details

Reason of your enquiry

Bills

Please give us more details about your enquiry

Write your message here. More details you give us, more we can help you.

Max. 450 characters

Please check all the information before clicking on the button.

SEND ENQUIRY

RE Trainings

In Agent's corner tab, Training resources section, you'll find the link to take you to the RE training platforms.


Training resources

All the tools to **learn about European trains** and become a Rail expert.



The Rail Agent Course

Join the **Rail Europe e-learning program** and become a Rail Expert by expanding your knowledge.

[ACCESS NOW](#) 




Videos

Introducing all our **tutorial videos** giving you a 360 degrees view of our user friendly booking tool.

[YOUTUBE CHANNEL](#) 

Webinars

Access our **webinar library** to view our previous sessions and listen to our **Rail Europe Experts** from all over the world share their experience and knowledge.

[ACCESS NOW](#) 



YOUR HOME PAGE

The screenshot shows the RAIL EUROPE homepage. At the top right, there are three circular callouts: 1 (User profile), 9 (Shopping cart), and 2 (Connectivity status). Below the header is a navigation bar with 'Book', 'My bookings', 'Planning resources', 'Agent's corner', and 'Help'. The main content area features a search form with callouts 3 (TICKETS/PASSES tabs), 4 (From/To fields), 5 (Traveler selection), and 6 (Direct only checkbox). On the right, there is a 'Check the latest news' banner, a 'Bookings' section with a 'VIEW BOOKINGS' button (callout 8), and a 'Quick search' field (callout 7). A 'SEARCH' button is at the bottom right of the search form.

- 1) **Username** and logout
- 2) **Systems connectivity status**
- 3) **Tickets** or **Passes** tabs, with search fields for **One way** or **Round trip** options
- 4) **Enter From** (departure) and **To** (arrival) cities and stations, **Departure date** and **Time**. Auto-fill will help you retrieve relevant stations easily
- 5) **Traveler** age information (Adults, Seniors, Children/Youth) is related to fares. You must enter an age when adding children. The ages entered must correspond to the actual traveler's age on the date of travel
- 6) **Direct only** schedule option
- 7) **Quick search** by reference number, PNR, first name, surname, email, or phone number
- 8) **Bookings** to view all bookings global view
- 9) **Quick access to shopping cart**

4. ABOUT SEARCH RESULTS

- The price is displayed for the entire traveling party (not per traveler)
- By default, fare results are displayed by Best Price; click on Flexibility to view more flexible fares
- Click on the desired fare to expand fare details

Modify your search
⤴

One way
 Round trip

From
Paris (All stations)

+

To
London (All stations)

Departure (YYYY-MM-DD)
2022-03-29

📅

Departure
8:00 am

🕒

1 Traveler (Max. 9 travelers)

Adults (28-59) - 1 +
 Seniors (60+) - 0 +
 Children/Youth (under 28) - 0 +

Direct only
 RIT fares (for Eurostar only)

CLEAR
SEARCH

Please select your outbound trip:

Paris (All stations) → London (All stations) (5 results)

*Price for all travelers
 Direct Only
 View by Best price
 Flexibility

| Tue, 29 Mar. 2022 | STANDARD | COMFORT | PREMIER |
|---|---|--|---|
| 9:03 AM Paris Nord | <div style="border: 1px solid #ccc; padding: 5px; display: inline-block;"> €57.00 <i>Semi Flex</i> </div> | <div style="border: 1px solid #ccc; padding: 5px; display: inline-block;"> €138.00 <i>Semi Flex</i> </div> | <div style="border: 1px solid #ccc; padding: 5px; display: inline-block;"> €349.00 <i>Flexible</i> </div> |
| 10:39 AM London St Pancras International | | | |

🕒 2h36
 Direct
🚄 High-Speed 9015
[📄 Copy trip information](#)

Shopping cart
VIEW CART

Paris (All stations) → London (All stations)

1 adult

Tue, 29 Mar. 2022

Paris (All stations) to London (All stations)

Please select your outbound trip

- ▶ You may review all fare types and View fare conditions
- ▶ Click on **Add to Cart** to add the desired train and fare
- ▶ Repeat for the return train journey
- ▶ Your **Shopping Cart** is automatically updated with your selected trains and fares

Please select your outbound trip:

Paris (All stations) → London (All stations) (5 results)

*Price for all travelers Direct Only View by Best price Flexibility

| Tue, 29 Mar, 2022 | STANDARD | COMFORT | PREMIER |
|--|----------------------------|-----------------------------|----------------------------|
| 9:03 AM Paris Nord | €57.00 <i>Semi Flex</i> | €138.00 <i>Semi Flex</i> | €349.00 <i>Flexible</i> |
| 10:39 AM London St Pancras International | | | |

2h36 Direct High-Speed 9015 [Copy trip information](#)

| STANDARD Standard | COMFORT Standard Premier | PREMIER Business Premier |
|---|--|-----------------------------|
| <input checked="" type="radio"/> Leisure Semi Flex €138.00 1 x Adult €138.00 Standard Premier Leisure <input type="checkbox"/> E-ticket available View fares conditions | Trip Details 9:03 AM <input type="radio"/> Paris Nord 2h36 High-Speed 9015 Onboard services: 10:39 AM <input type="radio"/> London St Pancras International | |

Included commission* Price for 1 traveler
 €4.14 €138.00

ADD TO CART

- ▶ You may remove an item from your cart at any time by clicking on the "delete" icon


2 Shopping cart [VIEW CART](#)

London St Pancras Intern... €132.00
→ **Paris Nord**
1 adult
Wed. 23 Mar. 2022 ∨

[Delete item](#)

Paris Nord €138.00
→ **London St Pancras I...**
1 adult
Tue. 29 Mar. 2022 ∨

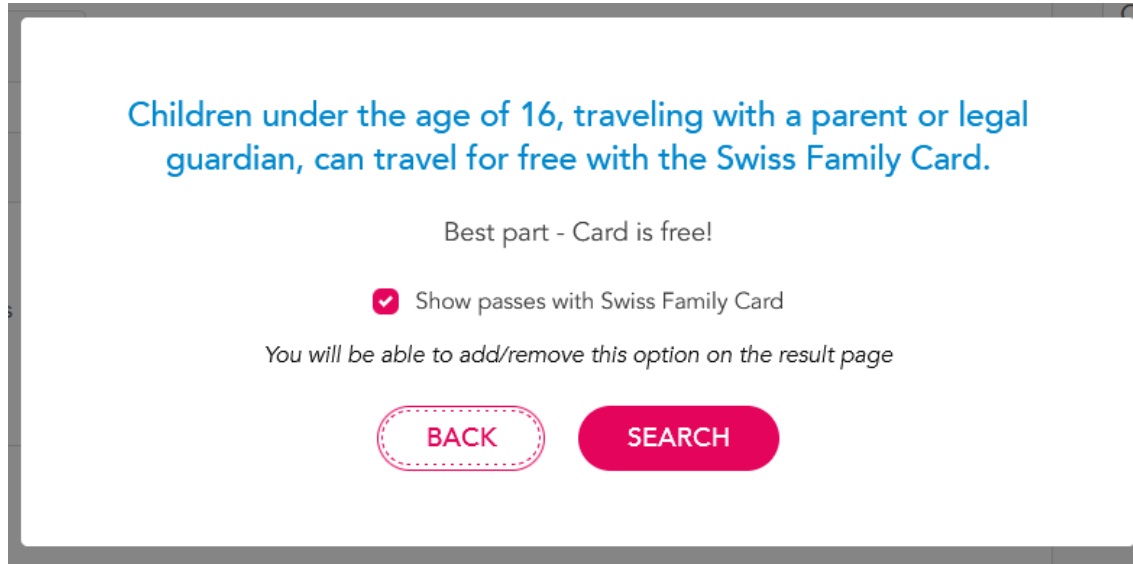
[Delete item](#)

∨ **TOTAL**  **€274.95**

Pass Booking Flow

The screenshot shows the RAIL EUROPE website's pass booking interface. At the top, there is a navigation bar with the RAIL EUROPE logo on the left and links for 'What's new' and 'Webinars Americas' on the right. Below this is a secondary navigation bar with four tabs: 'Book' (highlighted in red), 'My bookings', 'Agent's corner', and 'Help'. The main content area is divided into two tabs: 'TICKETS' and 'PASSES', with 'PASSES' being the active tab. The 'PASSES' section contains a form with the following elements: a destination dropdown menu set to 'Switzerland', a date field for the '1st date of validity (YYYY-MM-DD)' set to '2021-09-13', and a section for '1 Traveler (Max. 10 travelers)'. This section includes three categories: 'Adults (28-59)' with a count of 1, 'Seniors (60+)' with a count of 0, and 'Children/Youth (under 28)' with a count of 0. At the bottom of the form are two buttons: 'CLEAR' and 'SEARCH'. To the right of the main form, there is a blue informational box about COVID-19 conditions, a 'Bookings' section with a 'VIEW BOOKINGS' button, and a 'Quick search' section with a search input field and a magnifying glass icon.

- ▶ Select the desired pass (Flexi or Consecutive) and first date of validity
- ▶ Select the number of travelers and Search.



Children under the age of 16, traveling with a parent or legal guardian, can travel for free with the Swiss Family Card.

Best part - Card is free!

Show passes with Swiss Family Card

You will be able to add/remove this option on the result page

[BACK](#) [SEARCH](#)

- ▶ With the Swiss Travel Pass, if you have a child or children aged 6 - 15, a pop-up box will appear with a free Swiss Family Card offer by default, you can unclick it if you don't want the Swiss Family Card. Be aware that once booking is confirmed and paid for, it is no longer possible to add the Swiss Family Card.
- ▶ You may review all fare types and [View all conditions](#).

Passes: Switzerland (4 results)

*Price for all travelers ✔ Passes with Swiss Family Card ⓘ

From Thu. 22 Jul. 2ND CLASS 1ST CLASS

PROMO - Swiss Travel Pass With Swiss Family Card

Can not be sold to or used by residents of Switzerland and Liechtenstein Consecutive days
Thu. 22 Jul. thru Sat. 24 Jul. 2021

- ✔ Consecutive travel
- ✔ Choose to travel on consecutive days for 3, 4, 8 or 15 days.
- ✔ Travel days can be used freely within one month from 1st date of validity indicated on your pass.

[See full product details](#) Total days
3 days €163.30 €259.97

Swiss Travel Pass With Swiss Family Card

Can not be sold to or used by residents of Switzerland and Liechtenstein Consecutive days
Thu. 22 Jul. thru Sat. 24 Jul. 2021

- ✔ Consecutive travel
- ✔ Choose to travel on consecutive days for 3, 4, 8 or 15 days.

[See full product details](#) Total days
3 days €217.74 €346.31

Shopping cart VIEW CART

Switzerland
1 adult, 1 youth

1st day of travel: Thu. 22 Jul. 2021
Please select your pass

- ▶ Click on **Add to Cart** to add the desired pass. You'll have up to four hours to add the traveler information before the item expires and needs to be rebooked. Once these details have been added, you have a few days to finalize your pass booking.

5. COMPLETING THE SALE

Step 1

- *Shopping cart*
- Hide/Show commission (if applicable)
- *Traveler details*
- Add a note
- Traveler(s)
- PNR number
- Travel Agent contact
- Continue to payment

Step 2

- *Payment process*
- Booking tool reference number
- Agency's booking number
- Payment methods available
- Cancel checkout

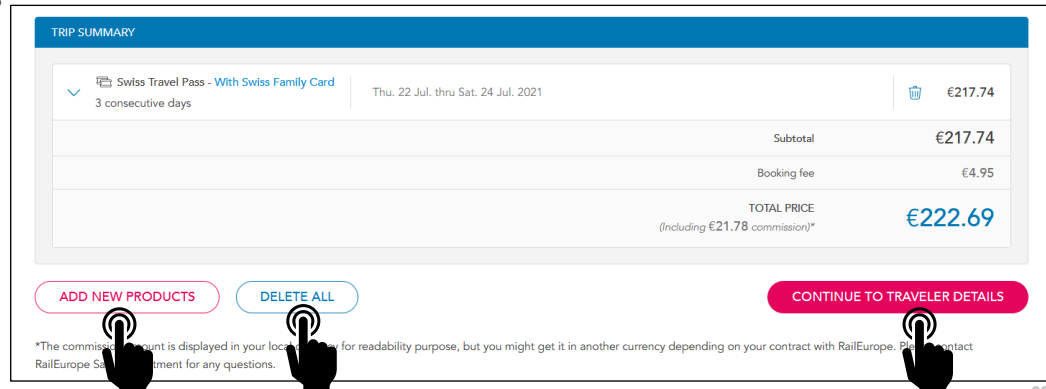
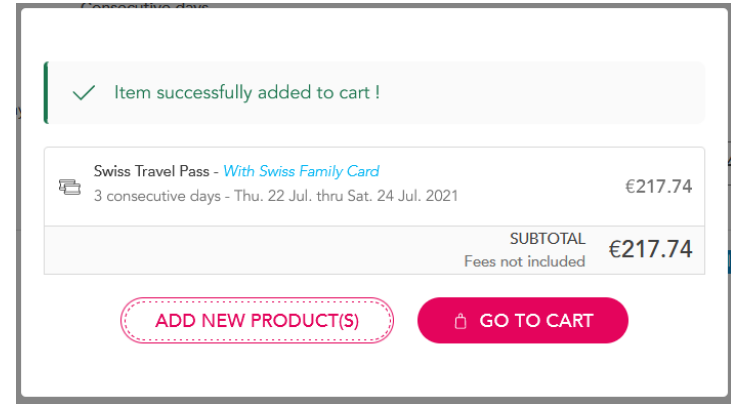
Step 3

- *The follow-up*
- Confirmation email setup
- Booking summary page
- Print at Home (PAH) attachment
- Feedback

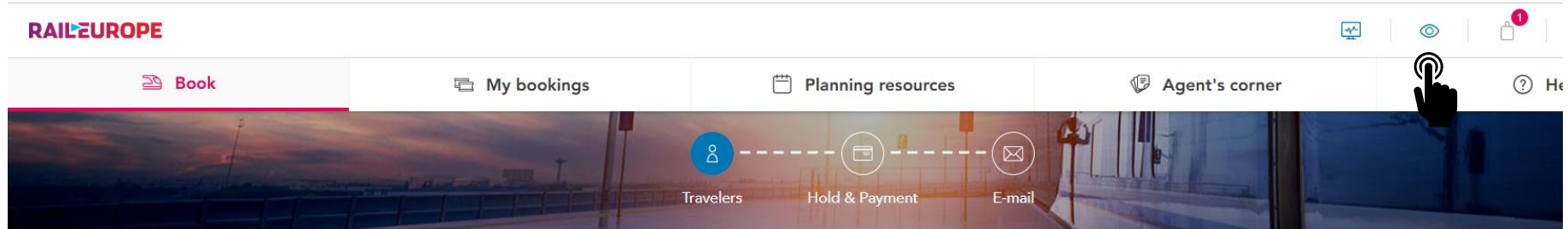
STEP 1

Shopping cart

- ▶ Each time you add an item to your cart, a pop-up will appear asking if you want to **Continue Shopping** or **Go to Cart** to complete your purchase
- ▶ If you're ready to check out:
 - ▶ **Go to Cart**
 - ▶ Click on the drop-down arrow to expand and confirm the details in the shopping cart
- ▶ Total price will include the agency commission
- ▶ You may **Continue Shopping** or **Checkout** if all the segments have been added
- ▶ **Delete All:** clicking on this button will delete all items added



Hide/Show commission



- ▶ You may hide or display the agency commission by clicking on the icon  at the top right of your screen.

Traveler details

- ▶ Traveler information must match the details on the traveler's passport. Enter the details carefully, you will not be able to modify this information later.

Add a note



- ▶ At this point, notes can be added to the booking by clicking on the **Add Note** button. It's a good idea to include the date and your name on each note when entering your remarks.
- ▶ When you have finished adding your notes, click on the **Add Note** button once more to save your notes and close the notes box.


Traveler details step 1/3

Traveler information must match the details on passport. Enter details carefully, you will not be able to modify this information later.

Booking reference: **K918589089** + ADD NOTE

TRIP SUMMARY


| | | |
|--|-------------------------------------|---|
|  Swiss Travel Pass - With Swiss Family Card 3 consecutive days | Wed. 21 Jul. thru Fri. 23 Jul. 2021 |  €217.74 |
| SUBTOTAL | | €217.74 |



- ADD NOTE

Booking remarks

10000/10000



Travelers

- ▶ Enter the information required for the lead traveler, **Traveler 1** (use the drop-down box to pre-fill if multiple segments are booked).
- ▶ An **Email** and **Phone number** are required for Traveler 1. For travel alerts, the carrier will email and text the traveler. If no phone number reachable in Europe is available, “+1111111111” may be entered for this required field.
- ▶ When two or more segments have the same number and type of traveler, the traveler details are filled in automatically with the details entered in the first segment. These can be modified if needed.
- ▶ Click **Confirm** for each segment.

TRAVELERS

⏪ Swiss Travel Pass - 3 consecutive days - With Swiss Family Card

🔔 Important: Item price may vary if travel information is modified

Traveler 1 - (Adult)

Lead traveler

| | | | | | |
|----------------------|---------------------------|--------------------------|---|-------------------------------------|---|
| <small>Title</small> | <small>First Name</small> | <small>Last Name</small> | <small>Date of birth (YYYY-MM-DD)</small> | <small>Country of residence</small> | <input type="checkbox"/> Same country for all travelers |
| Ms | BIAZ | Lia | 1989-02-15 | Albania | |

Email and phone number used by rail carrier for travel updates and alerts

| | |
|----------------------|-----------------------------|
| <small>Email</small> | <small>Phone number</small> |
| lbiaz@raileurope.com | 0748523712 |

Traveler 2 - (Youth 8 years old)

Lead traveler

| | | | | |
|----------------------|---------------------------|--------------------------|---|-------------------------------------|
| <small>Title</small> | <small>First Name</small> | <small>Last Name</small> | <small>Date of birth (YYYY-MM-DD)</small> | <small>Country of residence</small> |
| Ms | BIAZ | Louane | 2013-04-15 | Albania |

CANCEL
CONFIRM

⏪ Travel agent contact ⏩

| | |
|---|----------------|
| <small>Booking fee</small> | €4.95 |
| TOTAL PRICE | €222.69 |
| <small>(including €21.78 commission)*</small> | |

CANCEL CHECKOUT

CONTINUE TO HOLD & PAYMENT

PNR

- ▶ PNR number: Users will have the ability to edit the passenger details. However, a new PNR will be created and the price will be subject to the current fare and availability
- ▶ Example of a Trenitalia Railways (TI) screen after confirmation (PNR displayed immediately)
- ▶ Example of a Swiss Railways (SBB) screen after confirmation (PNR not displayed until after payment)
- ▶ Click Edit to update traveler information, then click Confirm to save or Cancel to keep the details as they are. Note: the price may change when the traveler information is modified, because the PNR has been cancelled and rebooked

Traveler details Step 1/3

Traveler information must match the details on passport. Enter details carefully, you will not be able to modify this information later.

Booking reference: **K899293653** + ADD NOTE

TRIP SUMMARY

| | | | |
|---|--|--|---|
| <div style="margin-bottom: 5px;"> ▼ Torino Porta Susa → Milano Centrale </div> <div style="margin-bottom: 5px;"> ▼ Lucerne → Zürich Hauptbahnhof </div> | Tue. 20 Jul. 2021 Tue. 20 Jul. 2021 | Reference (PNR) BA3CY5 Reference (PNR) BA3CY5 | €54.00 €23.47 €77.47 |
| SUBTOTAL | | | |

TRAVELERS

^ Torino Porta Susa → Milano Centrale Reference (PNR) BA3CY5

Traveler 1

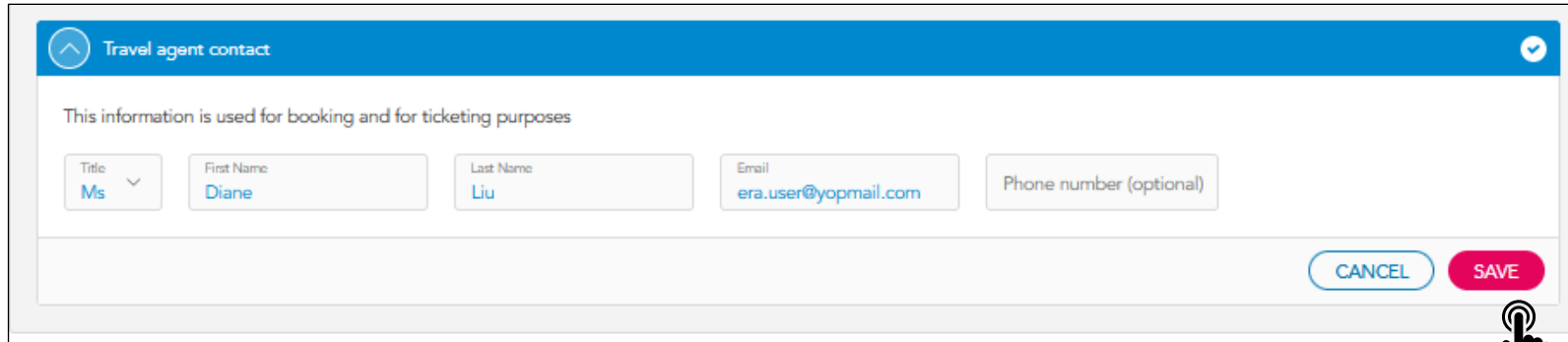
Adult | 📞 0756432312
Al Vegas | ✉ avegas@traileurope.com

Outbound
Coach 2, Seat 9D

EDIT



Travel Agent Contact



The screenshot shows a form titled "Travel agent contact" with a blue header bar. Below the header, a message states: "This information is used for booking and for ticketing purposes". The form contains five input fields: "Title" (a dropdown menu with "Ms" selected), "First Name" (text input with "Diane"), "Last Name" (text input with "Liu"), "Email" (text input with "era.user@yopmail.com"), and "Phone number (optional)" (text input). At the bottom right of the form, there are two buttons: "CANCEL" (white with blue border) and "SAVE" (red with white text). A hand icon is pointing at the "SAVE" button.

- ▶ Scroll down the page to see the travel agent contact. Enter the information about the travel agent and click Save

Continue to hold & payment

- ▶ You may place your booking on hold if there are no instant purchase tickets or non-refundable, non-exchangeable products. Hold is selected by default.
- ▶ If you select Hold, you will be advised how long the seats and prices will be guaranteed once the booking is put on hold. Please note that the Ticket Time Limit (TTL) is calculated based on the most restrictive TTL provided by the carriers among all the booking items.
- ▶ You have the possibility of copying and pasting your booking information, including the itinerary, traveler details, PNR and confirmed fare. This makes it easier to report or keep track if needed.

Hold & Payment Step 2/3

Please provide payment information

Booking reference: **K416768358** [COPY ALL INFORMATION](#) [+ ADD NOTE](#)

TRIP SUMMARY

| | |
|--|-------------------------------------|
| CONTACT PERSON Deborah Albuquerque Silva era.usa@gmail.com | |
| Swiss Travel Pass - With Swiss Family Card 3 consecutive days | Thu. 22 Jul. thru Sat. 24 Jul. 2021 |
| | €217.74 |
| SUBTOTAL | €217.74 |

TT OPERADORA BOOKING NUMBER

Agency's booking number (optional)

HOLD & PAYMENT

Hold
 Pay now

This will hold reservation and price until **Tue. 13 Jul. 2021 - 4:28 AM (UTC -03:00)**

| | |
|---|----------------|
| Booking fee | €4,95 |
| TOTAL PRICE <small>(including €21.78 commission)*</small> | €222.69 |

[BACK](#)
[CANCEL CHECKOUT](#)
[CONTINUE TO PUT YOUR BOOKING ON HOLD](#)

RAIL EUROPE®
Inspiring connections

Your ERA booking is now on hold until **Tue. 13 Jul. 2021 - 4:28 AM (UTC -03:00)**

Continue to hold & payment

- ▶ You can also copy and paste the train and itinerary information when you do your search.
- ▶ If the payment is not being made immediately, you may be able to place your order on hold, depending on the product in your shopping cart.
- ▶ If not invoiced before the TTL, the PNR will expire and the booking will be cancelled.

*Price for all travelers Direct Only View by Best price Flexibility

| Tue. 20 Jul. 2021 | | STANDARD | COMFORT | PREMIER |
|-----------------------------|------------------------------|------------|-----------|---------------------------------------|
| 8:09 AM Lucerne | | €23.47 | €82.59 | €41.30 |
| 8:50 AM Zürich Hauptbahnhof | | Semi Flex | Non Flex | Semi Flex |
| 41 min | <input type="radio"/> Direct | IR 70 2614 | | Copy trip information |
| 8:35 AM Lucerne | | €14.08 | €23.47 | €20.65 |
| 9:25 AM Zürich Hauptbahnhof | | Non Flex | Semi Flex | Non Flex |
| 50 min | <input type="radio"/> Direct | IR 75 2113 | | Copy trip information |

| Carrier | Offer search expiration | Hold time to live (TTL) | Free refund grace period after confirmation |
|---------|-------------------------|-------------------------|---|
| SJ | up to 30 mins | Until midnight UTC | |
| RENFE | up to 30 mins | up to 30 mins | up to the end of the current day (CET) |
| SBB | up to 1 hour | up to 30 minutes | 20 minutes |
| DB | up to 1 hour | up to 1 hour | 2 hours |
| TI | up to 30 minutes | up to 30 minutes | up to 30 minutes |
| NTV | up to 15 minutes | up to 15 minutes | No grace period |
| TGV | up to 1 hour | up to 7 days | up to the end of the current day (CET) |
| LYRIA | up to 1 hour | up to 7 days | up to the end of the current day (CET) |

Continue to hold & payment

Hold Confirmation

Booking reference: **K520196961** HOLD COPY ALL INFORMATION + ADD NOTE

✓ Booking successfully put on hold until Sun. 11 Jul. 2021 - 4:32 AM (UTC -03:00)

TRIP SUMMARY

| | |
|--|--|
| CONTACT PERSON Deborah Albuquerque Silva ✉ era.user@yopmail.com | |
| Swiss Travel Pass - With Swiss Family Card 3 consecutive days | Tue. 13 Jul. thru Thu. 15 Jul. 2021 €217.74 |
| Lucerne → Zürich Hauptbahnhof | Tue. 20 Jul. 2021 €23.47 |
| Booking fee €4.95 | |
| TOTAL PRICE <small>(including €22.96 commission)*</small> €246.16 View price details for agency | |

NEW BOOKING

*The commission amount is displayed in your local currency for readability purpose, but you might get it in another currency depending on your contract with RailEurope. Please contact RailEurope Sales department for any questions.

RAIL EUROPE
Inspiring connections

Your Rail Europe booking K520196961 is now on hold until July 11, 2021 04:32 AM (UTC -03:00)

Greetings,
All details pertaining to your booking can be found below.

Best regards,
Your Rail Europe Team

[Retrieve & finalize your booking](#)

Important: Please be advised that this email is NOT a valid travel document.

[Booking reference: K520196961](#)

- ▶ You will be able to send an email by scrolling down and clicking **Send Email** to proceed. Or you can go back by clicking **Home** on the top left to return to the home screen. Once the email has been sent, click on **New Booking** to be directed to the main homepage search.
- ▶ In your email, you'll be provided with a link to retrieve & finalize your booking.

Continue to hold & payment

- ▶ By clicking on the link in the email, you'll be redirected to our booking tool and the booking details page. An option to “Finalize Booking” is available.

This option requires a login and password.

Your Booking is on hold FINALIZE BOOKING

Until Sun, 11 Jul 2021 - 4:32 AM (UTC+03:00)
 Booking reference: **K520196961** HOLD COPY ALL INFORMATION + ADD NOTE

Last modified by delbuqueque761137 | on Sun, 11 Jul, 2021 (UTC+00:00) | [View booking history](#)

OVERVIEW

AFTER-SALES

TRIP SUMMARY

CONTACT PERSON | Deborah Albuquerque Silva | dra.user@gmail.com

| | | |
|---|---|---------|
| ✓ Swiss Travel Pass - With Swiss Family Card 3 consecutive days | Tue, 13 Jul - Thu, 15 Jul, 2021 PREBOOKED | €217.74 |
| ✓ Lucerne → Zürich Hauptbahnhof | Tue, 20 Jul, 2021 PREBOOKED | €23.47 |
| Booking fee | | €4.95 |
| TOTAL PRICE <small>(including €22.96 commission)*</small> | | €246.16 |
| <small>View price details for agency</small> | | |

BILLING INFORMATION

Agency name: TT Operadora
 Email: era-741137@gmail.com
 Phone number: +55 11 50 949 494
 Billing address: Av. Santo Amaro, 4644 - Loja 05 - Brooklin, Sao Paulo, 04700-000, Brazil

PAYMENT DETAILS

The information has not yet been captured.

E-MAILS

HOLD SENT

Operation date: Sun, 11 Jul, 2021 - 7:02 AM (UTC+00:00)
 Email sending date: Sun, 11 Jul, 2021 - 7:04 AM (UTC+00:00)
 Sender: Rail Europe - Reservation <raileurope_reservation@raileurope.com>
 Recipients: ppsa@raileurope.com

RESEND

Continue to hold & payment

- ▶ You can also finalize your reservation by indicating your booking number in the **Quick search** in the booking tool and clicking on the box to the right of the booking status. You'll be redirected to the booking details page, where you have the option of finalizing your booking.
- ▶ If you don't finalize your booking on hold, you'll receive a reminder to resume your booking and pay.

The screenshot shows the 'Bookings' section of the RAIL EUROPE interface. At the top, there is a navigation bar with 'Book', 'My bookings', 'Planning resources', 'Agent's corner', and 'Help'. Below this, the 'Bookings' section is displayed. A 'Quick search' bar is visible, containing the text 'Enter a keyword (PNR, Reference, Travelers, ...)' and the booking number 'K225269018'. A hand cursor is pointing to the search bar. Below the search bar, there is a 'TEST-ESS-USD' section with a 'View all bookings' link. A '1 found' result is shown for the booking number 'K225269018'. A hand cursor is pointing to the 'x' icon next to the booking number. Below the search results, there is a table with columns: Status, TTL, Booking Ref., Modif. date, 1st date of travel, PNR/Ref., Travelers information, Price, and Actions. The table contains one row with the following data: Status: Created, TTL: —, Booking Ref.: K225269018, Modif. date: 2022-03-08, 1st date of travel: 2022-03-17, PNR/Ref.: —, Travelers information: x1 Not captured, Price: \$270.54, and Actions: a checkmark icon. A hand cursor is pointing to the checkmark icon.

Bookings

Quick search

Enter a keyword (PNR, Reference, Travelers, ...)

K225269018

SEARCH

TEST-ESS-USD [View all bookings](#)

1 found [K225269018](#) [SHOW FILTERS](#)

| Status | TTL | Booking Ref. | Modif. date ↑ | 1st date of travel ↑ | PNR/Ref. | Travelers information | Price | Actions |
|---------|-----|--------------|---------------|----------------------|----------|-----------------------|----------|---------|
| Created | — | K225269018 | 2022-03-08 | 2022-03-17 | — | x1 Not captured | \$270.54 | |

Continue to hold & payment

The screenshot displays the RAIL EUROPE user interface. At the top, there are navigation tabs: 'Book', 'My bookings' (highlighted), 'Agent's corner', and 'Help'. A search bar is located below the tabs. The main content area shows a list of bookings under the heading 'Bookings'. A 'SHOW FILTERS' button is visible on the right side of the list. A modal window titled 'Filter by' is open on the right, providing various filtering options.

| Status | TTL | Booking Ref. | Modif. date ↑ | 1st date of travel ↑ | PNR/Ref. | Travelers information | Price | Actions |
|--------|-----|--------------|---------------|----------------------|------------|--|----------|---------|
| 🟡 | — | K574203047 | 2021-08-04 | 2021-08-18 | — | x1 Sara Torres | \$111.85 | 🔗 ⌵ |
| 🟢 | — | K076023841 | 2021-07-22 | 2021-08-25 | 96G7UL | x1 Sara Torres | \$87.66 | 🔗 ⌵ |
| 🟢 | — | K581486097 | 2021-07-21 | 2021-07-21 | EU30064414 | x3 Carlos Aurora Torres, Sarah Torres, Sara Luz Torres | \$380.53 | 🔗 ⌵ |
| 🟢 | — | K585127622 | 2021-07-21 | 2021-09-22 | NCHWJF | x2 Carlos Aurora Torres, Sarah Torres | \$745.02 | 🔗 ⌵ |

Filter by

Booking status
Select a status

Booking type
 Tickets Passes

Agent's ID
Select an Agent's ID

Carrier
Select a carrier
Nothing

By date or time period
Select a booking date
Date of travel

From (YYYY-MM-DD) **To** (YYYY-MM-DD)

CLEAR **APPLY**

- ▶ You can find all your bookings in your Home page on the left by clicking on **My bookings**.
- ▶ The functionality **Show Filters** allows you to filter by booking status, booking type, Agent's ID, Carrier and by date or time period. It will help you save time in case you need to have a quick view of several bookings at a time.

STEP 2

Payment process

- ▶ **Booking reference number:** Note that your booking reference number is at the top, just above your trip summary

- ▶ **Agency's booking number:** The optional Agency's booking number field is available for your internal file number assigned to your client. You may leave this blank if you do not have one.

Traveler details Step 1/3

Traveler information must match the details on passport. Enter details carefully, you will not be able to modify this information later.

Booking reference: **K888369078** [COPY ALL INFORMATION](#) [+ ADD NOTE](#)

TRIP SUMMARY

| | | |
|----------------------------------|-------------------|--------|
| Lucerne → Zürich Hauptbahnhof | Tue. 20 Jul. 2021 | €23.47 |
| SUBTOTAL | | €23.47 |

TRAVELERS

Lucerne → Zürich Hauptbahnhof

Traveler 1

Adult | 0745321456
Al Vegas | avegas@raileurope.com

Outbound
No seat reservation

[EDIT](#)

TEST-AGENCY-NO-MARKUP BOOKING NUMBER

Agency's booking number

Payment Methods Available

- ▶ In the **Payment Methods Available** field, select **Allowance** or **Credit Card**
 - ▶ Allowance payment is only available for agencies having an agreement in place with Rail Europe.
- ▶ Enter Billing information
 - ▶ For Allowance: this is the agency information
 - ▶ For credit card: this is the card holder information

The screenshot shows the 'HOLD & PAYMENT' section of the RAIL EUROPE website. It features a blue header with the text 'HOLD & PAYMENT'. Below the header, there are two radio buttons: 'Hold' (unselected) and 'Pay now' (selected). Underneath, there are two more radio buttons: 'Allowance' (selected) and 'Customer Credit Card' (unselected). A section titled 'GROSS PRICE DEBITED ON ALLOWANCE' shows a price of '\$270.54' in blue text, with a link 'View price details for agency' below it. The bottom section is titled 'BILLING INFORMATION' and contains a red-bordered box around the 'Contact details' and 'Agency billing address' fields. The 'Contact details' section includes input fields for 'Agency Name (optional)', 'E-mail', and 'Phone number'. The 'Agency billing address' section includes input fields for 'Street address line 1', 'Street address line 2 (optional)', 'Country' (a dropdown menu), 'Zip code', 'City', and 'State (optional)' (a dropdown menu).

Finalize booking

Once you have entered the billing information with the agency contact details, you have three options.

| | |
|---|----------------|
| Booking fee | \$15.00 |
| TOTAL PRICE <i>(Including \$0.70 commission)*</i> | \$42.86 |

By validating your payment, you finalize your order, confirm that you agree with [its price](#) details and accept the website terms of use and the carriers terms and conditions.

BACK

CANCEL CHECKOUT

CONTINUE TO PAY \$42.16

2

3

1

*The commission amount is displayed in your local currency for readability purpose, but you might get it in another currency depending on your contract with RailEurope. Please contact RailEurope Sales department for any questions.

Finalize booking




1. Continue to pay

- ▶ If you have chosen Credit Card payment, you'll be redirected to the following screen to enter the required credit card information.
At this step, you can still go back or cancel the checkout.

Payment step 2/3
Please provide payment information

Booking reference: K162275282 Authorization_in_progress

PAYMENT

Pay with card VISA   


Card Number

Expiration Date (MM/YY) CVV (3 digits)

TOTAL PRICE
(including \$21.01 commission)* **\$270.54**

By validating your payment, you finalize your order, confirm that you agree with [its price](#) details and accept the website terms of use and the carriers terms and conditions.

BACK CANCEL CHECKOUT PAYMENT



- ▶ If you have chosen Allowance payment, you'll automatically be redirected to the Checkout email setup screen. 43

Finalize booking

2. Go back

- ▶ Click on BACK if you need to make changes on the travelers details or the travel agent contact. You will be redirected to the Traveler details page.

Traveler details Step 1/3

Traveler information must match the details on passport. Enter details carefully, you will not be able to modify this information later.




Booking reference: W274074746

Prebooked

COPY ALL INFORMATION

+ ADD NOTE



TRIP SUMMARY

| | | |
|--|--|---|
|   Eural France Mobile Pass 1 day within 1 month | Tue. 8 Mar. 2022 thru Tue. 7 Feb. 2023 |  \$89.57 |
| SUBTOTAL | | \$89.57 |

TRAVELERS

^ Eural France Mobile Pass - 1 day within 1 month

Traveler 1

Adult |  +1234566789
John Doe |  etroadec@raileurope.com

Date of birth: Mon. 5 May 1975
Country of residence: Cambodia

EDIT

^ Travel agent contact

resas web |  era.sandbox.test@yopmail.com

EDIT

Finalize booking

3. Cancel

You can cancel the checkout process at any time as follows:

- ▶ Click on **Cancel Checkout** and you'll be redirected to the shopping cart page.
- ▶ You'll have the possibility to **Add new products**, **Delete all** the reservations or **Continue to traveler details**. This will cancel the PNR and you'll need to reconfirm the traveler information and save the travel agent contact again. This creates a new booking reference and PNR

Shopping Cart

TRIP SUMMARY

| | | | |
|---|--|--|----------------|
| <input checked="" type="checkbox"/> Eurail France Mobile Pass 1 day within 1 month | Tue. 8 Mar. 2022 thru Tue. 7 Feb. 2023 | | \$89.57 |
| Subtotal | | | \$89.57 |
| Booking fee | | | \$7.95 |
| TOTAL PRICE (including \$6.27 commission)* | | | \$97.52 |

ADD NEW PRODUCTS DELETE ALL CONTINUE TO TRAVELER DETAILS

STEP 3

The Follow-up

Confirmation email setup

- ▶ Once payment is successful, you can complete important follow-up details.
- ▶ The “To” field pre-fills with booking contact email (editable)
- ▶ The agency email is also included (if different from contact email).
- ▶ Additional email addresses can be added
- ▶ The train tickets are automatically attached to the email as a PDF
- ▶ It is possible to attach documents from your local computer or server, if needed, by clicking on “Attach File” and browsing to the location where the file is saved
- ▶ You can add a specific message to the client in the grey text field
- ▶ When you are done click **Send Email**

✓ Your payment was successful!

Set-up confirmation email Step 3/3

Please review the information before sending the email.

+ ADD NOTE

| | |
|---|---|
| <small>From</small> Rail Europe - Reservation <raileurope_re...> | <small>To</small> <input style="width: 90%;" type="text" value="era.user@yopmail.com X"/> <small>Type to add address</small> |
|---|---|

📎 Attach file

📄 Pass-1-497873817.pdf

Subject of email: Your Rail Europe confirmation: Booking reference K162275282

RAIL EUROPE

Thank you for booking with Rail Europe!

Greetings,

Type to add a personalized message (optional)

All details pertaining to your booking can be found below - including ticketing instructions.
We wish your clients a pleasant journey abroad!

Best regards,

Your Rail Europe Team

Sample of confirmation email

RAIL EUROPE
Inspiring connections

Thank you for booking your rail products with Rail Europe!

Dear Stacy,

Thank you for booking with Rail Europe!
It has been our pleasure to assist you in booking rail products for your journey.
A recap of your booking is below.

Type to add a personalized message (optional)

We're always looking for new ways to improve; that is why your opinion is valuable to us.
We invite you to complete our customer satisfaction survey at your leisure.

[Start survey](#)

We hope your adventure is all you dreamed it would be, and more!
Best regards,

Rail Europe
1350 E. Touhy Avenue
Suite 200E
Des Plaines, IL 60018
Tel (800) 848-7245

Need assistance? [Contact us](#).
To read the terms and conditions visit [our website](#).

Booking summary page (booking is invoiced)

✓ Email successfully sent!

Booking reference: **K512913911** [+ ADD NOTE](#)

TRIP SUMMARY

CONTACT PERSON | Deborah Albuquerque Silva | ppaz@raileurope.com

| | | | |
|------------------------------------|-------------------|--|---------------|
| ✓ Lucerne → Zürich Hauptbahnhof | Tue. 20 Jul. 2021 | Reference (PNR) 711405104 | €23.47 |
| | | Booking fee | €4.95 |
| | | TOTAL PRICE <small>(including €1.18 commission)*</small> | €28.42 |
| | | View price details for agency | |

BILLING INFORMATION

Agency name: TT Operadora
Email: era.761137@yopmail.com
Phone number: +551 150 949 494
Billing address: Av. Santo Amaro, 4644 - Loja 05 - Brooklin, Sao Paulo, 04702-000, Brazil

PAYMENT DETAILS

PAYMENT #1




Payment type: Allowance
Payment status: Settled
Amount charged: €28.42

[NEW BOOKING](#)


Print at Home (PAH) attachment







- ▶ Documents issued through our booking tool are e-tickets issued as Print at Home (PAH) and will need to be printed from a home/business computer before travel.
- ▶ A confirmation email will be sent with the PAH ticket as an attachment.


Your Rail Europe confirmation: Booking reference K579741404


 Rail Europe - Reservation <raileurope_reservation@rai...>
 À  Paz Patricia;  era.5566771@yopmail.com

[← Répondre](#) [← Répondre à tous](#) [→ Tra...](#)

 En cas de problème lié à l'affichage de ce message, cliquez ici pour l'afficher dans un navigateur web.

| | | |
|--|--|--|
|  Pass-1-435849178.pdf 119 KB |  Pass-3-435849177.pdf 121 KB |  Pass-2-435849181.pdf 120 KB |
|  Pass-6-435849182.pdf 119 KB |  Pass-4-435849184.pdf 119 KB |  Pass-5-435849185.pdf 120 KB |

 Inspiring connections




Thank you for booking with Rail Europe!

Greetings,

All details pertaining to your booking can be found below - including ticketing instructions. We wish your clients a pleasant journey abroad!

Best regards,

Your Rail Europe Team

 **Important:** Please be advised that this email is NOT a valid travel document. Below you will find delivery and retrieval information for your travel documents.

[Booking reference: K579741404](#)

The Swiss Travel Pass Flex

- ▶ A PDF attachment will arrive with the confirmation email. **This attachment is only a travel receipt. It is NOT a valid travel document!**
- ▶ Travel days will need to be activated at www.activateyourpass.com prior to boarding the first train on each travel day.




Purchase receipt

| | |
|----------------|----------------------|
| Purchase date | 13.07.2021, 08:52:35 |
| Order no.: | 711660652 |
| Payment type: | B2P |
| Reference no.: | 0192913947 |
| Article no.: | 50001 |

| | |
|-----------------------|-------------------|
| Name/First name: | TEST AD |
| Date of birth: | 15.03.1989 |
| Reference no.: | 0192913947 |

Purchase receipt

Swiss Travel Pass Flex 3 days Adults 2. Cl.

Valid: 22.07.2021 - 21.08.2021

CHF 267.00 incl. 7.70% VAT

Not valid for travel.
Please activate each of your freely selectable travel days before every first journey at www.activateyourpass.com.

The Swiss Travel Pass Flex

- ▶ Travelers will receive a valid ticket for each activated travel day, which can then be presented to the conductor in printed form or on their mobile device.
- ▶ Activated days can be deactivated up to 11:59 pm the day before. At midnight on the activated date, they can no longer be deactivated
- ▶ Passes are refundable if there are no activated days. If still possible, activated days must be deactivated prior to attempting a refund.
- ▶ Other printing methods will be available in the future.

The image displays two screenshots of the Swiss Travel Pass Flex user interface. The left screenshot is the 'Login screen' with a 'Manage my travel days' button and a login form. The right screenshot is the 'Activation screen' showing the user's profile, travel pass details, and a calendar for July 2019.

Login screen

Manage my travel days

Reference my ticket

Reference ID *

First name *

Last name *

E-Mail *

Log in

Forgot your password? | Register

Activation screen

Swiss Travel Pass Flex 3 days CTicket 2
Class: Max Muster

Reference ID: 18000001
Valid: Jul 9, 2019 - Aug 1, 2019
Activation date: 1
Activation date: 1
Activation date: 1

Manage your travel days

- When your desired days of travel by clicking on the corresponding date, a selected day can be deactivated by clicking on it again. Important: Only in valid activation/deactivation by clicking on "Activate/Deactivate screen".
- Your travel day must be activated before the start of the journey of the train. On the day of travel, an activation/deactivation is no longer possible.
- Under "My tickets" you will find your valid ticket for each activated day of travel. Please proceed to the instruction.

Calendar for July 2019:

| Mo | Tu | We | Th | Fr | Sa | Su |
|----|----|----|----|----|----|----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 29 | 30 | 31 | | | | |

My tickets

Swiss Travel Pass Flex
3 days
09.07.2019

Print ticket → Screen-Ticket
Print ticket → E-Ticket (pdf)
Add to wallet → Wallet ticket

Support: User Manual | Helpdesk

Eurail passes

- ▶ All Eurail passes are mobile passes (mPass). mPass is a paperless ticket that can be instantly added to your phone.
- ▶ Travelers will need to download Eurail's Rail Planner app to activate their pass. The app is compatible with Android 6.0 / iOS 10.0 / iPhone 5 (and newer).



- ▶ Once the App is downloaded, travelers must activate their pass by filling the passenger's name and the PNR indicated on the Rail Europe booking confirmation email.
- ▶ Prior to boarding a train, bus or boat, travelers must add the trip in the Eurail Rail Planner app under My Trips and connect the trip to their pass.

Thank you for booking with Rail Europe!

Greetings,

All details pertaining to your booking can be found below - including ticketing instructions. We wish your clients a pleasant journey abroad!

Best regards,

Your Rail Europe Team

⚠ Important: Please be advised that this email is NOT a valid travel document. Below you will find delivery and retrieval information for your travel documents.

Booking reference: [K528998751](#)

Order Summary

Eurail Global Mobile Pass Promotion 15 consecutive days € 1057.00

| | |
|---------------------|---|
| 3 Travelers: | AD TEST, SEN TEST, YOU TEST |
| Validity: | 15 consecutive days - Mon. 31 May, thru Fri. 29 Apr. 2022 |
| PNR: | EJ30059153 |

Ticketing Method

Thanks for your order - your Pass numbers are:

- SEN TEST: L1TP89
- AD TEST: 7T35LD
- YOU TEST: 2VZHQ6

Start by downloading the Rail Planner app on [Google Play](#) or the [App Store](#), then follow these 3 steps:

1. Add your pass to the app. Go to My Pass and enter your last name and Pass number.
2. Connect your Pass to a trip. You can create a new trip, or choose an existing trip.
3. Activate your Pass. Enter your passport or ID details and choose your first travel day.

6. TROUBLESHOOTING

Am I connected to the system?

Systems connectivity status

- ▶ Click either on **Agent's corner** or **Help** (top right) to have access to the **Systems connectivity status**, where you can verify if our booking tool is connected to the carrier inventory and payment system.
- ▶ If our booking tool is connected, the box will be green, and the text will indicate that inventory is "UP".
- ▶ If our booking tool is not connected, the box will be red, and the text will indicate that inventory is "DOWN".
- ▶ If our booking tool is not stable, the box will be yellow, and the text will indicate that inventory is "UNSTABLE".

The screenshot displays the 'Systems connectivity status' dashboard. The top navigation bar includes 'My bookings', 'Planning resources', 'Agent's corner', and 'Help'. The main content area is titled 'Systems connectivity status' and is divided into three sections: Point-to-point inventories, Passes inventories, and Payment providers.

Point-to-point inventories

- Italian railways:** ITALO is down for 2 hours (red dot), TRENITALIA is down for 2 hours (red dot).
- French international railways:** DBSNCF is up (green dot), EUROSTAR is unknown (grey dot), LYRIA is up (green dot), RENFESNCF is down for 2 hours (red dot), THALYS is up (green dot).
- French domestic railways:** SNCF is up (green dot), TER is up (green dot).
- Swiss railways:** SBB is up (green dot).
- German railways:** DB is up (green dot).
- Spanish railways:** OUIGO is up (green dot), RENFE is up (green dot).
- British railways:** RDG is up (green dot).
- Swedish railways:** SJ is up (green dot).

Passes inventories

- EuRail passes:** EURAIL is up (green dot).
- Swiss passes:** SBB is unstable for 2 hours (yellow dot).

Payment providers

- Credit card:** BRAINTREE is up (green dot).

7. TO VIEW AN EXISTING BOOKING

Resend confirmation ticket?

View Bookings

The screenshot displays the 'View Bookings' interface. On the left, a 'Bookings' menu is shown with a 'VIEW BOOKINGS' button highlighted by a hand cursor. Below it is a 'Quick search' bar with the placeholder text 'Enter a keyword (PNR, Ref...)' and a search icon. On the right, the 'Bookings' page is shown. It features a 'Quick search' bar with the same placeholder text and a 'SEARCH' button. Below the search bar, the text 'FEDERAL TRANSPORTATION CO.' is displayed, followed by a 'View all bookings' link. A '45 found' indicator is present. A 'SHOW FILTERS' button is also visible. The main content is a table of bookings with columns for Status, TTL, Booking Ref., Modif. date, 1st date of travel, PNR/Ref., Travelers information, and Price. Three rows are visible, each with a status icon (green, green, yellow) and a price.

| Status | TTL | Booking Ref. | Modif. date ↑ | 1st date of travel ↑ | PNR/Ref. | Travelers information | Price | Actions |
|--------|-----|--------------|---------------|----------------------|------------------------|-----------------------|--------|---------|
| | — | K468484915 | 2020-11-04 | 2020-11-30 | RSMGEM - RSMGHV - R... | 👤 x1 ADU TEST | €29.00 | |
| | — | K981230221 | 2020-11-04 | 2020-11-30 | RSHTQT | 👤 x1 PAT TEST | €39.00 | |
| | — | K913129057 | 2020-11-04 | 2020-11-27 | VHJHPH | 👤 x1 ADU TEST | €69.00 | |

- ▶ From your homepage, enter one of the following: the booking reference number, agency reference number, PNR, first name, surname, email, or phone number in the **Quick search**.
- ▶ You can also click **View bookings** to have a global view of all your bookings with the status (green for invoiced and yellow for expired ones). **Show Filters** allow you to filter by booking status, booking type, Agent's ID, Carrier and by date or time period. It will help you save time in case you need to have a quick view of several bookings at a time.

Example of payment details with allowance

BILLING INFORMATION

Agency name: RAILEUROPE Key Account Test
Email: era.5566771@yopmail.com
Phone number: +33251589416
Billing address: 34 Rue du Pré Gauchet, VSC, Nantes, 44000, France

PAYMENT DETAILS

PAYMENT #1 SETTLED [hide details](#) ^

Payment type: Allowance
Payment status: Settled

Transaction details

| | |
|--|--------|
| Transaction #2: Mon. 5 Jul. 2021 - 11:49 AM (UTC +00:00) / Capture | Accept |
| Transaction #1: Mon. 5 Jul. 2021 - 11:49 AM (UTC +00:00) / Authorization | Accept |

ACCOUNTING DETAILS

INVOICED ACCOUNTED

Dropfile Name: ERA_BO_RE4A_Datacenter_TRX_Dropfile_Version2019_20210705.csv

Resend confirmation and tickets

- ▶ If you need to resend booking details, click Resend Email to have the email confirmation and tickets sent again
- ▶ You cannot edit the body of the email, but you can update an email address.

E-MAILS

BOOKING SENT

Operation date: Sun, 11 Jul, 2021 - 7:58 AM (UTC +00:00)
Email sending date: Sun, 11 Jul, 2021 - 8:04 AM (UTC +00:00)
Sender: Rail Europe - Reservation <raileurope_reservation@raileurope.com>
Recipients: ppaz@raileurope.com

RESEND

Please review the information before sending the email. X

From: Rail Europe - Reservation <raileurope_re: >
To: ppaz@raileurope.com X Type to add address

Attach file Ticket-1-711405104.pdf

Subject of email: Your RailEurope confirmation: Booking reference: K512913911

RESEND EMAIL

8. REFUNDS / EXCHANGES

Trip summary

TRIP SUMMARY

CONTACT PERSON | Patricia Paz | ppaz@raileurope.com

Paris Gare de l'Est → Frankfurt am Main Hbf | Thu. 22 Jul. 2021 | Reference (PNR) SSJMOL | €39.00

Outbound Thu. 22 Jul. 2021 | €39.00

9:06 AM Paris Gare de l'Est | Direct | 1 x Adult | 2nd Class Leisure | €39.00 | E-ticket available | View fares conditions

12:59 PM Frankfurt am Main Hbf | 3h53 | Standard

Traveler 1

Adult | Ad Test | 11111111111 | ppaz@raileurope.com

Outbound | Coach 018, Seat 064

Booking fee | €4.95

TOTAL PRICE | €43.95
(Including €1.95 commission)**

Fare details

Paris Gare de l'Est → Frankfurt am Main Hbf | Thu. 22 Jul. 2021 | €39.00

1 x Adult | 2nd Class Leisure | €39.00

Paris Gare de l'Est → Frankfurt am Main Hbf

High-Speed 9551
2nd Class Leisure

Refunds: If ticket not used, refundable up to 3 days before train departure. Then before train departure day, a 15 EUR fee applies. Thereafter, no refund allowed. No refund possible once exchanged.

Exchanges: If ticket not used, exchangeable up to 3 days before train departure. Then exchangeable before train departure day, a 15 EUR fee applies. Two exchanges maximum allowed from 30 minutes before and up to train departure time on the same day and same itinerary. Thereafter, no exchange allowed.

Passenger must pay the difference in price for next available fare in same or higher class of service.

WARNING: Please note that 3 extra business days may be needed to process the aftersales through your travel agency

- ▶ In the trip summary, click on the drop-down arrow to expand trip details, then click **View fare conditions**
- ▶ This expands the Fare Details pop-up, where you can view refund information and directions.

Aftersales

- ▶ If you want to cancel your reservation and ask for a refund or an exchange, when applicable, click on the Refund/Exchange button in the after-sales section.
- ▶ All items not already refunded are listed, even if the fare is non-refundable.

The screenshot displays the 'AFTER-SALES' section of the RAIL EUROPE interface. It features two tabs: 'OVERVIEW' and 'AFTER-SALES'. Below the tabs, there is a section titled 'ONGOING ITEMS'. Under this section, users can choose their operation: 'EXCHANGE' or 'REFUND'. A hand cursor is shown clicking on the 'REFUND' button. Below the operation selection, there are two main categories: 'Available for Exchange' and 'Available for Refund'. Each category contains a list of items with details such as origin/destination, date, status, reference, and price. At the bottom, there is an 'Unavailable' section with a 'Booking fee' item.

| ONGOING ITEMS | | | |
|--|------------------------------------|------------------------------------|---------|
| Choose your operation: EXCHANGE REFUND | | | |
| Available for Exchange | | | |
| Paris Nord → Brussels-Midi | Thu. 22 Jul. 2021 CONFIRMED | Reference (PNR) SSOUQO TICKETED | €29.00 |
| Available for Refund | | | |
| Paris Gare de l'Est → Frankfurt am Main Hbf | Thu. 22 Jul. 2021 CONFIRMED | Reference (PNR) SSOUTX TICKETED | €39.00 |
| Paris Gare de l'Est → Frankfurt am Main Hbf | Thu. 22 Jul. 2021 CONFIRMED | Reference (PNR) SSOUXP TICKETED | €130.00 |
| Paris Gare de l'Est → Frankfurt am Main Hbf | Thu. 22 Jul. 2021 CONFIRMED | Reference (PNR) SSOUCH TICKETED | €49.00 |
| Unavailable | | | |
| Booking fee | From booking reference: K821733817 | | €4.95 |

Refund

- ▶ Select the items you wish to cancel. If the user has the option to refund, he/she will see a button that reads, “**Request Quotation**”. Otherwise, that means that the fares selected are all non-refundable.

OVERVIEW AFTER-SALES

ONGOING ITEMS

CANCEL

Please select item(s) to refund

Select all Deselect all

| | | | | |
|---|--|--|---|---|
| <input checked="" type="checkbox"/> | Paris Gare de l'Est → Frankfurt am Main Hbf | Thu, 22 Jul, 2021 | Reference (PNR) SSKFBK TICKETED | €39.00 |
| Outbound Thu, 22 Jul, 2021 €39.00 | | | | |
| 9:06 AM Paris Gare de l'Est 12:59 PM Frankfurt am Main Hbf | | <input type="radio"/> Direct <input checked="" type="radio"/> 3h53 <input checked="" type="radio"/> Standard | 1 x Adult 2nd Class Leisure €39.00 View fares conditions | <input type="checkbox"/> E-ticket available |
| Traveler 1 Adult u 111111111111 Ad Test se ppaz@traileurope.com Outbound Coach 018, Seat 081 | | | | |
| <input type="checkbox"/> | Paris Gare de l'Est → Frankfurt am Main Hbf | Thu, 22 Jul, 2021 | Reference (PNR) SSKFIL TICKETED | €130.00 |
| <input type="checkbox"/> | Paris Gare de l'Est → Frankfurt am Main Hbf | Thu, 22 Jul, 2021 | Reference (PNR) SSKFLU TICKETED | €49.00 |
| <input type="checkbox"/> | Paris Nord → Brussels-Midi | Thu, 29 Jul, 2021 | Reference (PNR) SSKFSA TICKETED | €52.00 |
| <input type="checkbox"/> | <input type="checkbox"/> Booking fee | Your booking reference: K334479186 | | €4.95 |

REQUEST QUOTATION

Refund quotation

- ▶ The “Refund” button is displayed if the fare is eligible for refund and if the refund is greater than zero.

Quotation Step 2/3

Please check the quotation to refund for each selected item(s) and choose your action.

Booking reference: **K334479186** + ADD NOTE

AFTER SALES SUMMARY

| | Original price | Eligible refund amount |
|---|----------------|--|
| Paris Gare de l'Est → Frankfurt am Main Hbf → Thu. 22 Jul. 2021 • 1 x adult (Mr. AD TEST) | €39.00 | €39.00 |
| SUBTOTAL | €39.00 | €39.00 |
| | | REFUND AMOUNT (Including €1.95 recalled commission)* €39.00 |
| For any exceptional reasons go on the contact form here | | Refund amount over exchange |

By clicking "Refund", your request will be final for the amount above.

CANCEL REFUND
REFUND



Exchange

- ▶ Select the items you wish to exchange. If the user has the option to exchange, he/she will see a button that reads, “**Exchange**”. Otherwise, that means that the fares selected are all non-exchangeable.

The screenshot displays the 'AFTER-SALES' section of the RAIL EUROPE interface. At the top, there are two tabs: 'OVERVIEW' and 'AFTER-SALES'. Below the tabs is a blue header for 'ONGOING ITEMS'. A pink 'CANCEL' button is visible. The main content area prompts the user to 'Please select item to exchange' and includes a note: 'Please, note that you're able to exchange only a leg at a time (outbound or inbound). To exchange an entire roundtrip, repeat the process for both parts.'

The ticket details shown are:

- Origin: Paris Nord
- Destination: Brussels-Midi
- Date: Thu. 22 Jul. 2021
- Reference (PNR): SSKFSA
- Status: TICKETED
- Fare: €29.00

The selected leg is 'Outbound Thu. 22 Jul. 2021' for €29.00. The departure is at 8:20 AM from Paris Nord, and the arrival is at 9:39 AM at Brussels-Midi. The fare is categorized as 'Standard Promo' for 1 x Adult. The interface offers two options: 'Direct' (selected) and 'Standard'. A note indicates 'E-ticket available' and provides a link to 'View fares conditions'.

Below the ticket details, the traveler information is shown:

- Traveler 1
- Adult
- Ad Test
- Outbound
- Coach 017, Seat 024

A pink 'EXCHANGE' button is located at the bottom right of the interface, with a hand cursor icon pointing to it.

Exchange

Search Step 1/3
Please use the search form below to find a new ticket to replace the ticket you have selected to be exchanged.

Booking reference: **K334479186** + ADD NOTE

TICKET TO BE EXCHANGED

Outbound Thu. 22 Jul. 2021 €29.00

8:20 AM Paris Nord
9:39 AM Brussels-Midi

Direct
 1h19
 Standard

1 x Adult Standard Promo €29.00 E-ticket available
[View fares conditions](#)

New Ticket (1 Traveler)
Outbound : Paris Nord → Brussels-Midi

Departure date (YYYY-MM-DD) 2021-07-29

Time (optional) 8:20 am

RIT fares (for Eurostar only)

SEARCH

CANCEL EXCHANGE

Thu. 29 Jul. 2021

| | STANDARD | COMFORT | PREMIER |
|---|---------------------|----------------------|---------------------|
| 7:46 AM Paris Nord | €88.00 Semi Flex | €121.00 Semi Flex | €140.00 Flexible |
| 9:43 AM Brussels-Midi | | | |
| 1h57 1 connection, 21 min High-Speed 7007 - High-Speed 9852 | | | |
| 8:24 AM Paris Nord | €29.00 Non Flex | €52.00 Semi Flex | €55.00 Semi Flex |
| 9:47 AM Brussels-Midi | | | €130.00 Flexible |
| 1h23 Direct High-Speed 9415 | | | |

STANDARD Standard | **COMFORT Comfort** | **PREMIER Premium**

Promo Non Flex €29.00

Leisure Semi Flex €52.00

1 x Adult Standard Leisure €52.00

E-ticket available
[View fares conditions](#)

Trip Details

8:24 AM Paris Nord

1h23 High-Speed 9415
No onboard service

9:47 AM Brussels-Midi

Included commission* €2.60 Price for 1 traveler €52.00

SELECT AND SEE BALANCE

- ▶ Select the new hour and departure date you wish and click “search” button.
- ▶ You have the option to exchange for the same or a different fare depending on the exchange rules applied to your fare. Click on **Select and see Balance** to see the difference between the old and new fare.

Exchange quotation

- ▶ Depending on the fare you choose you might pay the price difference if the fare selected is more expensive.
- ▶ Click on the button « Exchange » to proceed

Quotation & Balance Step 2/3

Please check the quotation to refund for each selected item(s) and choose your action.

Booking reference: **K334479186** + ADD NOTE

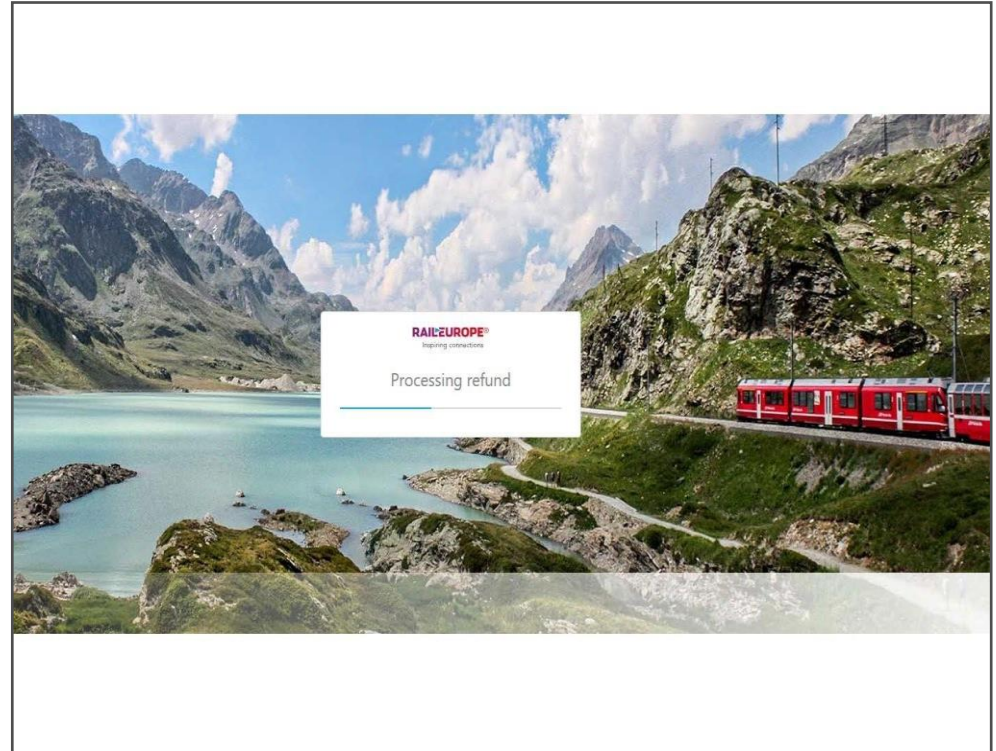
AFTER SALES SUMMARY

| OLD ITEM | Original amount | Eligible refund amount |
|-------------------------------|---|---|
| → Paris Nord Brussels-Midi | Thu. 22 Jul. at 8:20 am (1 adult) €29.00 | €24.00 <small>(Including €1.20 recalled commissions)</small> |
| | | Amount transferred over from old item €24.00 |
| NEW ITEM | Price of the new item | |
| → Paris Nord Brussels-Midi | Thu. 29 Jul. at 8:24 am (1 adult) | €52.00 <small>(Including €2.60 recalled commissions)</small> |
| | | BALANCE DUE Debited by allowance €28.00 |

By clicking "Exchange", balance of €28.00 will be debited on the payment method used for the original booking.
Exchanging this item is strictly irreversible.

BACK
CANCEL EXCHANGE
EXCHANGE

- ▶ Once the user has confirmed the refund/exchange quotation, the following screen is displayed
- ▶ On the back end, the items are cancelled in the carrier systems. The amount is then refunded or exchanged, using the same payment method as for the booking.



Email refund confirmation

- ▶ If the refund has been successful, a confirmation email is sent to the final customer or agency. The agent has the possibility to customize the email and attach files. For a refund confirmation, no documents are automatically attached.

✓ Your refund was successful!

Set-up client email Step 3/3

Please review the information before sending the email. [+ ADD NOTE](#)

From: Rail Europe - Reservation <raileurope_re...> To: ppaz@raileurope.com x era.556677@yopmail.com x

[Attach file](#)

Subject of email: Your RailEurope refund confirmation: Booking reference: K334479186

RAIL EUROPE®
Inspiring connections

Your refund has been processed,

Greetings,

Thank you for contacting Rail Europe, Please find below all details related to your refund request.

Best regards,

Your Rail Europe Team

Booking reference: **K334479186**

Email exchange confirmation

- ▶ If the exchange has been successful, a confirmation email is sent to the final customer or agency. The agent has the possibility to customize the email and attach files. For an exchange confirmation, the new tickets are automatically attached.

✓ Your exchange was successful!

Set-up exchange email Step 3/3

Please review the information before sending the email.

Booking reference: K334479186

+ ADD NOTE

From: Rail Europe - Reservation <raileurope_re...>

To: ppaz@raileurope.com X era.5566771@yopmail.com X Type to add address

Attach file: Ticket-1-20210729-SSKFSA.pdf

Subject of email: Your RailEurope exchange confirmation: Booking reference K334479186

RAIL EUROPE®

Inspiring connections

Your exchange has been processed,

Greetings,

Thank you for contacting Rail Europe, Please find below all details related to your exchange request.

Type to add a personalized message (optional)

Best regards,

Your Rail Europe Team

ⓘ Important: Please be advised that this email is NOT a valid travel document. Below you will find delivery and/retrieval information for your travel documents.

Booking reference: K334479186

Refund summary & confirmation

- ▶ The After-Sales Summary tab contains a list of each after-sales operation

✓ Email successfully sent!

Booking reference: **K334479186** + ADD NOTE

AFTER SALES SUMMARY

| CONTACT PERSON Patricia Paz ppaz@raileurope.com | Refunded amount |
|---|--|
| <div style="display: flex; justify-content: space-between; align-items: flex-start;"> <div style="text-align: left;"> ✓ Paris Gare de l'Est → Frankfurt am Main Hbf </div> <div style="text-align: center;"> Thu. 22 Jul. 2021 </div> <div style="text-align: right;"> €39.00 </div> </div> | €39.00 <small>REFUND AMOUNT (including €1.95 recalled commission)* Refunded by allowance</small> |

BILLING INFORMATION

| | |
|------------------|---|
| Agency name: | RAILEUROPE Key Account Test |
| Email: | era.5566771@yopmail.com |
| Phone number: | +33251589416 |
| Billing address: | 34 Rue du Pré Gauchet, VSC, Nantes, 44000, France |

PAYMENT DETAILS

PAYMENT #1

| | |
|-----------------|-----------|
| Payment type: | Allowance |
| Payment status: | Credited |

NEW BOOKING
BACK TO BOOKING DETAILS

Exchange summary & confirmation

- ▶ The New trip summary tab contains a list of each exchange operation

✓ Email successfully sent!

Booking reference: **K334479186** + ADD NOTE

NEW TRIP SUMMARY

Outbound Thu, 29 Jul, 2021 €52.00

| | | | | | |
|------------------------|--|-----------|------------------|--------|--|
| 8:24 AM Paris Nord | <input type="radio"/> Direct | 1 x Adult | Standard Leisure | €52.00 | <input type="checkbox"/> E-ticket available View fares conditions |
| 9:47 AM Brussells-Midi | <input checked="" type="radio"/> 1h-2h Standard | | | | |

Amount transferred over from old item €24.00

BALANCE **€28.00**

Debited on allowance

✓ Your trip has been successfully updated! See details below.

CONTACT PERSON | Patricia Paz | ppaz@raileurope.com

Paris Nord Thu, 29 Jul, 2021

→ Brussells-Midi Reference (PNR) SSKFSA | €52.00

BILLING INFORMATION

Agency name: RAILEUROPE Key Account Test
 Email: era.556677@yopmail.com
 Phone number: +33251589416
 Billing address: 34 Rue du Pré Gauchet, VSC, Nantes, 44000, France

PAYMENT DETAILS

PAYMENT #1

Payment type: Allowance
 Payment status: Settled

NEW BOOKING
BACK TO BOOKING DETAILS

Booking modified

- ▶ The status of each item will be updated if the ticket is now cancelled or modified for exchanges, and the PNR status will be displayed as Withdrawn for refund only, or Cancel Forced if the item cancelled is non-refundable

Your Booking has been modified

Booking reference: **K334479186** MODIFIED + ADD NOTE

Last modified by ppaz | on Mon, 12 Jul, 2021 - 8:56 AM (UTC +00:00) | [View booking history](#)

OVERVIEW | AFTER-SALES

TRIP SUMMARY

CONTACT PERSON | Patricia Paz | ppaz@raileurope.com

| | | | |
|--|---|--|-------------------|
| Paris Gare de l'Est → Frankfurt am Main Hbf | Thu, 22 Jul, 2021 CANCELED | Reference (PNR) SSKFBK WITHDRAWN | €39.00 |
| Paris Gare de l'Est → Frankfurt am Main Hbf | Thu, 22 Jul, 2021 CONFIRMED | Reference (PNR) SSKFIL TICKETED | €130.00 |
| Paris Gare de l'Est → Frankfurt am Main Hbf | Thu, 22 Jul, 2021 CONFIRMED | Reference (PNR) SSKFLU TICKETED | €49.00 |
| Paris Nord → Brussels-Midi | Thu, 29 Jul, 2021 CONFIRMED | Reference (PNR) SSKFSA TICKETED | €52.00 |
| Booking fee | | | €4.95 |
| CURRENT TOTAL PRICE <small>(Including €11.55 commission)*</small> | | | €235.95 |
| ORIGINAL TOTAL PRICE <small>(Including €12.35 commission)*</small> | | | €251.95 |

Aftersales Email set up & Payment details

E-MAILS

BOOKING SENT

Operation date: Mon. 12 Jul. 2021 - 8:34 AM (UTC +00:00)
 Email sending date: Mon. 12 Jul. 2021 - 8:37 AM (UTC +00:00)
 Sender: Rail Europe - Reservation <raileurope_reservation@raileurope.com>
 Recipients: ppaz@raileurope.com, era.556677@yopmail.com
 BCC: —

[RESEND](#)

EXCHANGE OPERATION SENT

Operation date: Mon. 12 Jul. 2021 - 8:50 AM (UTC +00:00)
 Email sending date: Mon. 12 Jul. 2021 - 8:52 AM (UTC +00:00)
 Sender: Rail Europe - Reservation <raileurope_reservation@raileurope.com>
 Recipients: ppaz@raileurope.com, era.556677@yopmail.com
 BCC: —

[RESEND](#)

REFUND OPERATION SENT

Operation date: Mon. 12 Jul. 2021 - 8:56 AM (UTC +00:00)
 Email sending date: Mon. 12 Jul. 2021 - 8:58 AM (UTC +00:00)
 Sender: Rail Europe - Reservation <raileurope_reservation@raileurope.com>
 Recipients: ppaz@raileurope.com, era.556677@yopmail.com
 BCC: —

[RESEND](#)

BILLING INFORMATION

Agency name: RAILEUROPE Key Account Test
 Email: era.556677@yopmail.com
 Phone number: +33251589416
 Billing address: 34 Rue du Prè Gauchet, VSC, Nantes, 44000, France

PAYMENT DETAILS

PAYMENT #1 SETTLED hide details ^

Payment type: Allowance
 Payment status: Settled

Transaction details

| | |
|--|--------|
| Transaction #2: Mon. 5 Jul. 2021 - 11:49 AM (UTC +00:00) / Capture | Accept |
| Transaction #1: Mon. 5 Jul. 2021 - 11:49 AM (UTC +00:00) / Authorization | Accept |

- ▶ It is possible to resend the email of each operation on the booking

9. ACCESS MANAGEMENT

The screenshot shows the 'Access management' interface for a partner administrator. At the top, it says 'Partner Status' and 'RAIL EUROPE® Inspiring connections'. The user is identified as 'web.admin resas.eur'. The main heading is 'Welcome to access management'. Below this, a personalized greeting says 'Hello web.admin resas.eur,' followed by the text 'You are the administrator of the Rail Europe Business business account for TEST-ESS-USD.' A section titled 'Manage your team' contains the instruction 'You can create an agent profile by clicking on the link below and choose the user profile you want.' and a prominent pink button labeled 'CREATE AN AGENT PROFILE'. On the right side, there is a sidebar with a dropdown menu containing 'TEST-ESS-USD', 'Access management', 'Contact us', and 'Log out'. Below the menu is a section titled 'ABOUT YOUR ORGANISATION' which lists details for 'TEST-ESS-USD': Account number: 123456, Email: era.user@yopmail.com, City: TAIPEI, and Country: TAIWAN. A 'Need some help?' link is also present, with a note that users can request help via 'contact us'.

- ▶ Agencies have full autonomy when it comes to creating new agents or administrators from the "Agency registration" on the homepage; they can register through the new "access management" page without having to wait for the credentials. Consequently, a newly created agent has direct access to the booking tool.

At the same time, an email-to-case is automatically sent to salesforce to create the agent in the Rail Europe database.

- ▶ The administrator can choose to:
 - ▶ create another user administrator
 - ▶ create another agent
 - ▶ remove the “allowance option payment” for the new agent (only for point of sales authorized for “allowance”)
 - ▶ agree to receive the newsletter
- ▶ The new agent will immediately receive the new credentials and he/she can start to join our websites.
- ▶ Agencies that do not have an administrator assigned can still use the “Contact us” section to ask for a new agent.
- ▶ You can ask the agencies to provide the administrator to you so that, once updated in our booking tool, they can be autonomous in the process.

Travel agent registration

Please complete all fields in the form below. All information is required to create a new agent account. All fields are mandatory.

[← Back to access management](#)

Travel agent information

Please enter a valid email address (agents login will be their email address).

Credentials will be sent to the email address provided.

Agent access type ?

Agent profile
 Administrator profile

Payment by allowance ?

The agent agrees to receive newsletter from Rail Europe.

[← Back to access management](#)

[REGISTER MY AGENT](#)

USER CREDENTIALS

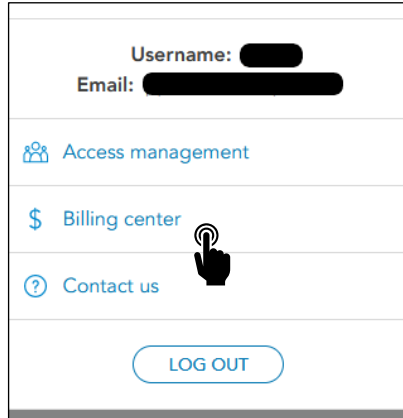
? Important information
 Once your account creation request has been received and validated, an email will be sent to the agent with login credentials.


Be sure you and your agents add @snfc.com to your safe senders list in your email program (Outlook, Gmail, etc.) to prevent our emails from being delivered to spam.

Please advise your agent to carefully read the instructions and tips provided in the email to ensure a successful first login and avoid any potential issue.

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10. BILLING CENTER



- ▶ As an administrator or an accounting contact of the agency, you have access to all your documents and invoices in your personal space: the billing center.
- ▶ To access the billing center, click on your profile  on the top right of the screen, then click on **Billing Center**.

- ▶ Year and month are prefilled with previous month and invoicing documents are automatically retrieved.
- ▶ You can still select another year and month and click on **Search** to retrieve older documents.
- ▶ If you need the documents for several month, you need to repeat the action.
- ▶ Each Head Account identified as such will be invoiced for all the agencies in its network.



Retrieve documents

Enter a year

2022

Enter a month

02

SEARCH

- ▶ Around the 5th of the month, agents can find their invoicing documents for the previous month:
 - ▶ CCIA - Commission Invoice
 - ▶ MSOA - Monthly Statement Of Account
 - ▶ MDTR - Monthly Detailed Transaction Report
 - ▶ CSSA - Monthly gross sales summary
- ▶ You can click on the document to download it.
- ▶ For allowance: payment must be made via the agency account to Rail Europe bank account within 10 days after receiving invoices in the billing center.
- ▶ On 15th of M+1, Rail Europe sends a first payment reminder.

RAIL EUROPE®

↓ Billing center

Retrieve documents

Enter a year Enter a month **SEARCH**

4 documents found 2022 02

| Date | Type | File | Action |
|------------|---------|---|--------|
| | mdtr | ■■■■■■_MDTR_GSA-ESS-■■■■■■_20220228.xls | ↓ |
| 2022-02-28 | invoice | ■■■■■■_CCIA-1001144_20220228.pdf | ↓ |
| 2022-02-28 | invoice | ■■■■■■_CSSA-1001329_20220228.pdf | ↓ |
| | msoa | ■■■■■■_MSOA_GSA-ESS-■■■■■■_20220228.pdf | ↓ |

Explanation and sample of documents provided

► Commissions invoice (CCIA):

- Self-invoicing concept : Rail Europe itself generates the agency commission invoice (as if it was made by the agency to Rail Europe)
- The commission invoice will show the sum of commission due to the agency for the given month (sum for all transactions)

| RAIL EUROPE | | | |
|--|--------|------|-------------|
| Rail Europe S.A.S 2 place de la Défense CNIT 1 BP440 92053 Paris La Défense Cedex RCS NANTERRE 401714993 SIRET 40171499300045 TVA INTRA : FR16401714993 Phone: +33 1 47 96 82 82 Fax: +33 1 47 96 82 81 www.raileurope.fr | | | |
| Account Number | | | |
| Invoice Date: 2020/10/31 | | | CURRENCY |
| Due Date: 2020/10/31 | | | EUR |
| COMMISSION INVOICE N° CCIA-1000027 | | | |
| Period Charged | | | |
| From 2020/10/01 | | | |
| To 2020/10/31 | | | |
| DESCRIPTION | AMOUNT | VAT | TOTAL |
| Commissions | 7,24 | 0,00 | 7,24 |
| Autoliquidation / Reserve Charge | | | |
| INVOICE TOTAL EUR | | | 7,24 |
| <p><small>The payment of this commission invoice is compensated against the gross sales distributed. The Net Amount to be paid is shown on the Monthly Statement of Account, herewith attached. Any late payment is subject to penalties from the day following the payment deadline, as per contract terms. In addition, a 40% penalty</small></p> | | | |

Explanation and sample of documents provided

➤ Gross Sales Invoice (CCSA):

This document shows the gross sales amounts by product.

| RAIL EUROPE | | |
|--|-----------------|---------------|
| Rail Europe S.A.S 2 place de la Défense CNIT 1 BP460 92053 Paris La Défense Cedex RCS NANTERRE 401714093 SIRET 40171409300045 TVA INTR. - FR10401714093 Phone: +33 1 47 96 82 82 Fax: +33 1 47 96 82 81 www.raileurope.fr | | |
| Account Number | | |
| Invoice Date: 2020/10/31 | | Currency |
| Due Date: 2020/10/31 | | EUR |
| SALES | N° CCSA-1000029 | |
| Period Charged | | |
| From | 2020/10/01 | |
| To | 2020/10/31 | |
| Description | TOTAL | |
| DBAHN_ERA | 272,60 | |
| DBAHN_RESERVATION_ERA | 12,00 | |
| FRENCH_JOURNEY_ERA | -26,30 | |
| TOTAL SALES DISTRIBUTED | EUR | 258,30 |
| This document is not an invoice. This Sales Summary reports the total sales distributed within the period indicated above. Total Payable to Rail Europe is visible on the MSOA (Monthly Statement of Account) | | |

Explanation and sample of documents provided

▶ Net Sales Statement (MSOA):

(Monthly Statement of Account).

This document shows the net amount to be paid by the agency and shows the bank details for the agency to process the payment.

This is the recap of:

- ▶ Net sales distributed (after refunds)
- ▶ Commissions due to the agency

RAIL EUROPE
Rail Europe S.A.S.
 Les Collines de l'Arche
 Quartier de la Grande Arche
 Bâtiment Cotecordis G
 76, Rue de la Demi-lune
 F-42000 PUTEAUX
 RCS NANTERRE 40174993
 SIRET 4017499300007
 TVA INTRA FR9640714993
 Phone: +33 1 47 96 82 92
 Fax: +33 1 47 96 82 91

Agency Name
 Agency Address1
 Agency Address2
 Agency Address3
 Agency Address4
 Agency VAT Number

Account Number 12345678

| | | |
|---------------|------------|----------|
| Invoice Date: | AAAA/MM/JJ | CURRENCY |
| Due Date: | AAAA/MM/JJ | EUR |

MONTHLY STATEMENT OF ACCOUNT

Period charged
 From: AAAA/MM/JJ
 To: AAAA/MM/JJ

| DESCRIPTION | TOTAL |
|--------------------------------|---------|
| NET SALES | 300,00 |
| COMMISSION INVOICE n°CCH000001 | -100,00 |

TOTAL PAYABLE **200,00**

Please address your payment to:
 RAIL EUROPE
 18205-00420-49000029001-11
 BIC/SWIFT: AGRIFRPP882
 IBAN: FR76 1820 6004 2049 0000 2900 111

*Statement established by RAIL EUROPE S.A.S. for and on behalf of SNCF MOBILITES.
 The payment of the commission invoice is compensated against the gross sales distributed.
 Any late payment is subject to penalties from the day following the payment deadline, as per contract terms. In addition of late payment penalties, 40€ penalty corresponding to collection fees will apply (art. L 441-3 et D441-5 du Code de commerce).*

Explanation and sample of documents provided

► Transaction Report (MDTR) (Monthly Detailed Transaction Report)

This Excel report lists all the transactions made, indicating key information for each ticket, such as the booking reference, gross amount, commission and client pax name.

| Period from 2018/01/01 to 2018/01/31 | | | | | | | | | | | | | | | |
|--------------------------------------|-----------|---------|----------|-------------|------------|------------|------------|------------|---------------------|-----------|----------|--------------|----------------|----------------|----------------|
| Account Number : 132 | | | | | | | | | | | | | | | |
| Article | Ticket# | PNR# | Account# | Euronet Bk# | Agent Bk# | Trans Type | Trans Date | Cust Agent | Client Pax Name | Pax# | Printing | Gross SC | Comm SC | Net SC | Booking Source |
| EUROSTAR | null | UDIXYAD | 132 | 5294294 | 5294294 | ISS | 2018/01/31 | Mr. Gupta | null | 14 | EZPAPER | 605 | 0 | 605 | TPV |
| SWITZERLAND PASSES | 121556404 | | 132 | 41372285 | RUNGNIPA | CNL | 2018/01/29 | F75815 | S LOYPRASERT | 0 | EZPAPER | -13273 | -1128,21 | -12144,79 | EFO |
| SWITZERLAND PASSES | 121556405 | | 132 | 41372285 | RUNGNIPA | CNL | 2018/01/29 | F75815 | P LOYPRASERT | 0 | EZPAPER | -11367 | -966,2 | -10400,8 | EFO |
| ATOC BRITRAIL PASSES | 122441352 | | 132 | 41955718 | WANTIP | REF | 2018/01/24 | 80928 | P BURANASOMPPOP | 0 | EZPAPER | 0 | 0 | 0 | EFO |
| ATOC BRITRAIL PASSES | 122441352 | | 132 | 41955718 | WANTIP | REF | 2018/01/24 | 80928 | P BURANASOMPPOP | 0 | EZPAPER | -5327 | -266,35 | -5060,65 | EFO |
| THALYS | 122718747 | QDLHQ | 132 | 42126801 | PETCHARAT | ISS | 2018/01/03 | F82043 | T TEST | 1 | EZPAPER | 800 | 40 | 760 | EFO |
| THALYS | 122718748 | QDLHQ | 132 | 42126801 | PETCHARAT | ISS | 2018/01/03 | F82043 | T TEST | 1 | EZPAPER | 800 | 40 | 760 | EFO |
| BRUXELLES-FRENCH TGV | 122718749 | QDNPRM | 132 | 42126801 | PETCHARAT | ISS | 2018/01/03 | F82043 | T TEST | 1 | EZPAPER | 1199 | 59,95 | 1139,05 | EFO |
| BRUXELLES-FRENCH TGV | 122718750 | QDNPRM | 132 | 42126801 | PETCHARAT | ISS | 2018/01/03 | F82043 | T TEST | 1 | EZPAPER | 1199 | 59,95 | 1139,05 | EFO |
| FRANCE-SPAIN HIGH SPEED - INTL | 122718751 | QDOOWZ | 132 | 42126801 | PETCHARAT | ISS | 2018/01/03 | F82043 | T TEST | 1 | EZPAPER | 1047 | 52,35 | 994,65 | EFO |
| FRANCE-SPAIN HIGH SPEED - INTL | 122718752 | QDOOWZ | 132 | 42126801 | PETCHARAT | ISS | 2018/01/03 | F82043 | T TEST | 1 | EZPAPER | 1047 | 52,35 | 994,65 | EFO |
| FRANCE-SPAIN HIGH SPEED - INTL | 122718753 | QDOOWZ | 132 | 42126801 | PETCHARAT | ISS | 2018/01/03 | F82043 | T TEST | 1 | EZPAPER | 1931 | 96,55 | 1834,45 | EFO |
| FRANCE-SPAIN HIGH SPEED - INTL | 122718754 | QDOOWZ | 132 | 42126801 | PETCHARAT | ISS | 2018/01/03 | F82043 | T TEST | 1 | EZPAPER | 1931 | 96,55 | 1834,45 | EFO |
| THALYS | 122718755 | QDKSZF | 132 | 42126801 | PETCHARAT | ISS | 2018/01/03 | F82043 | T TEST | 1 | EZPAPER | 1199 | 59,95 | 1139,05 | EFO |
| THALYS | 122718756 | QDKSZF | 132 | 42126801 | PETCHARAT | ISS | 2018/01/03 | F82043 | T TEST | 1 | EZPAPER | 1199 | 59,95 | 1139,05 | EFO |
| SWITZERLAND PASSES | 122731081 | | 132 | 42134489 | RUNGNIPA | ISS | 2018/01/04 | F82088 | P CHAIJBOON | 1 | EZPAPER | 7664 | 651,44 | 7012,56 | EFO |
| SWITZERLAND PASSES | 122731082 | | 132 | 42134489 | RUNGNIPA | ISS | 2018/01/04 | F82088 | P KONGPETH | 1 | EZPAPER | 7664 | 651,44 | 7012,56 | EFO |
| TRENTALIA DOMESTIC TRAINS | 122731083 | USJHKF | 132 | 42134489 | RUNGNIPA | ISS | 2018/01/04 | F82088 | P KONGPETH | 2 | EZPAPER | 3597 | 179,85 | 3417,15 | EFO |
| TRENTALIA INTERNATIONAL TRAINS | 122731084 | USMQMI | 132 | 42134489 | RUNGNIPA | ISS | 2018/01/04 | F82088 | P KONGPETH | 2 | EZPAPER | 6074 | 182,22 | 5891,78 | EFO |
| SWITZERLAND PASSES | 122741479 | | 132 | 42125517 | SUCHAWADEE | ISS | 2018/01/05 | F82073 | C MIRATANAPRAI | 1 | EZPAPER | 13556 | 1152,26 | 12403,74 | EFO |
| SWITZERLAND PASSES | 122741480 | | 132 | 42125517 | SUCHAWADEE | ISS | 2018/01/05 | F82073 | K AKARADEIRUANGSRI | 1 | EZPAPER | 13556 | 1152,26 | 12403,74 | EFO |
| SWITZERLAND PASSES | 122741481 | | 132 | 42125517 | SUCHAWADEE | ISS | 2018/01/05 | F82073 | CHARAT MIRATANAPRAI | 1 | EZPAPER | 13556 | 1152,26 | 12403,74 | EFO |
| SWITZERLAND PASSES | 122741482 | | 132 | 42125517 | SUCHAWADEE | ISS | 2018/01/05 | F82073 | S KAEWITONG | 1 | EZPAPER | 13556 | 1152,26 | 12403,74 | EFO |
| TOTAL | | | | | | | | | | 34 | | 62213 | 4530,83 | 57682,2 | |

Explanation and sample of documents provided

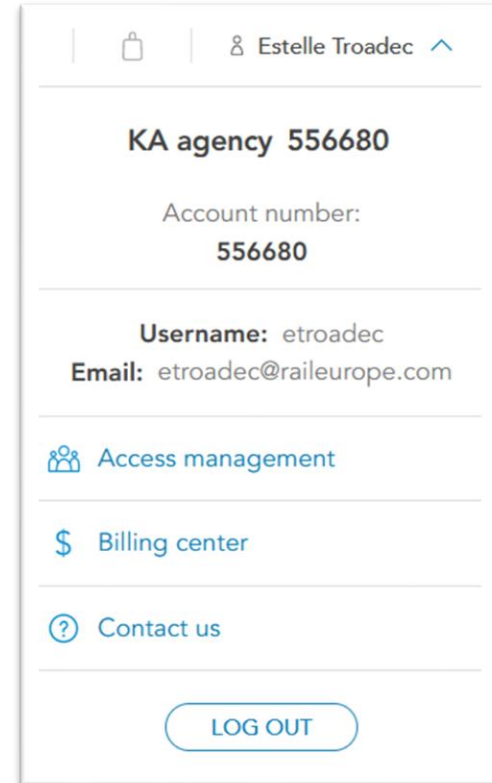
- ▶ **Other accounting document (DIV)**

It could be credit note, banking fees,
penalty invoices ...

11. REPORTING

- ▶ Reports that reflect booking activity are generated automatically by Rail Europe. They are distributed on a weekly and monthly basis.

12. EXIT BOOKING TOOL



- ▶ In the top right of the screen, click **Log out** in your account menu. Otherwise, when you close your browser window, you are automatically logged out.