

THE ADMINISTRATOR

Following the signing of a foreign contract *di AdV and Tour Operator con Trenitalia*, the above mentioned company is configured on the system and a special user is generated: the Administrator.

The Administrator is a user of the system that can create and manage the users who are enabled to make purchases. He can also see at any time the summary of the order and refunds made by the user he has created.

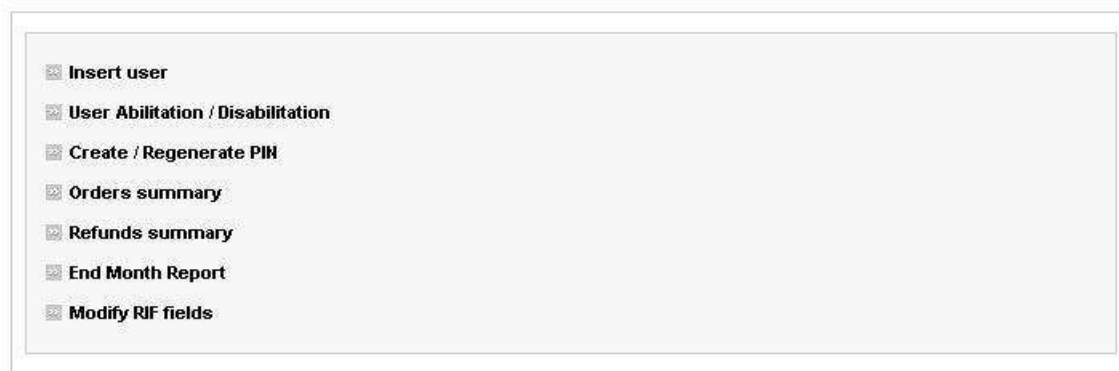
This user is not enabled for making purchases.

The User ID and Password of the Administrator will be sent *by email to the email address of the administrator* by Trenitalia after the system has been configured.

Accessing the System

To access the system as Administrator, you must first go to the *Clienti (clients)* area of the site and enter the User-ID and Password received by mail *in the dedicated section*.

Dear **[redacted]**, administrator of **- TOINTERNAZIONALETEST**, below I enclose a list of the online services at your disposal.



user: totest e-mail:



Enter User

This function, which can be accessed from the Administrator menu, allows the adding of a new user who can be enabled to make purchases. There are 4 items of information the system requires to perform the operation:

- Name
- Surname
- E-mail
- User ID

After entering Name and Surname, one can use the "Do you want a suggestion?" function to receive help from the system in choosing a User ID that is available.

Insert new user

Name

Surname

E-mail

User ID

Do you want a suggestion?

Back **Insert**

Enable / Disable User

This function, which can be accessed from the Administrator menu, allows for enabling or disabling a previously-created user.

Enable / Disable user

Back

Name	Surname	User-ID	Enabled
USER	TESTADV	usertestadv	YES - <input checked="" type="radio"/> NO - <input type="radio"/>
LARA	ADVINT	laraadvinter	YES - <input checked="" type="radio"/> NO - <input type="radio"/>

Back **Send**

Create / Regenerate PIN

This function, which is accessed from the administrator menu, has been created for security.

The PIN, which is an 8-figure number and essential for making purchases, is generated automatically by the system and visible only by the Administrator via this function.

After creating the new user, the Administrator must therefore notify to also the PIN number to the User to allow him/her to make the purchase.

If for any reason you want to block a user from making a purchase, simply click **Regenerate** to prompt the system into assigning a new PIN code to the user.

Company PIN Generation

Back

Name	Surname	User-ID	Pin	e-mail	Operation
USER	TESTADV	usertestadv	98335439	indirizzo@mail.com	Regenerate
LARA	ADVINT	laraadvinter	67016181	indirizzo@mail.com	Regenerate

Back

Orders summary

This function, accessed from the administrator menu, allows you to display *and/or download* all the purchases made by the users with the possibility of selecting a chosen period.

In the screen for selecting the Period you can also choose whether to display the result on-screen or download it to your PC in CSV format (easily convertible into *.xls).

Orders summary

Search period

From:
day month year

To:
day month year

View **File download**

Back

Go

Back

usertestadv	29-01-2009	108722470 29-01-2009 15:11:28.680331	BK2L2R	Roma Termini - Foggia	18575970	TESTADV USER	€ 40.00	56	-	-
usertestadv	29-01-2009	108722460 29-01-2009 10:20:20.469838	BK2CZ9	Venezia S. Lucia - Budapest-Keleti-Pu.	18575953	ADAD AS	€ 600.00	4	-	-
usertestadv	28-01-2009	108722445 28-01-2009 14:49:51.690646	BKY5N9	Milano Centrale - Monaco Monte Carlo	18575932	VERDI PINO	€ 15.00	545	-	-
usertestadv	28-01-2009	108722445 28-01-2009 14:49:51.690646	BKY5M9	Monaco Monte Carlo - Milano Centrale	18575931	ROSSI MARIO	€ 24.00	545	-	-

Back

Refunds summary

This function, which is accessed from the Administrator menu, allows you to display *and/or download* all the refunds made by the users.

In the resulting table appear the information on the ticket bought and the user who made the refund, along with date of purchase and date of refund.

Refunds summary

Search period

From:

day month year

To:

day month year

View **File download**

[Back](#)

[Go](#)

List of refunds

LOGID	PNR	DESCRIPTION	PRICE IN EURO	REFUND STATE	DELIVERY DATE	REFUND REQUEST DATE	FORENAME AND SURNAME
usertestadv	BK2VVR	Roma Termini - Firenze S. M. Novella	46.6	ACCEPTED	29-01-2009	29-01-2009	USER TESTADV
usertestadv	BK2L6R	Napoli Centrale - Roma Termini	158.0	ACCEPTED	29-01-2009	29-01-2009	USER TESTADV
usertestadv	BK2CN9	Firenze S. M. Novella - Roma Termini	38.0	ACCEPTED	29-01-2009	29-01-2009	AS DSADFASF
usertestadv	BKY6B9	Napoli Centrale - Roma Termini	38.0	ACCEPTED	28-01-2009	28-01-2009	USER TESTADV
usertestadv	BKY5T9	Roma Termini - Napoli Centrale	23.2	ACCEPTED	28-01-2009	28-01-2009	USER TESTADV

[Back](#)

End-of-month Report

This function allows you to download a report, in CSV format, to your computer containing the summary of the purchases made in the requested month.

Simply click on the month you want to start the download of the report.

Monthly Report

The monthly report is available online along with the receipt and will be available for **3 months**, thereafter the system will update automatically.

So, to **get the warranty of a copy to archive you should download the file** by clicking on the desired month.

Select Month

- >> Last month (available starting the 10th day of the current month)
- >> Two months ago
- >> Three months ago

Back

Changing RIF fields

This function allows you to change the wordings of the RIF fields that will appear afterwards during the purchase phase, and to decide whether the fields must be compulsory.

Configuration Reference Fields of Company TESTADVINT

Name for field 3	<input type="text" value="pratica numero"/>	Mandatory	Yes <input checked="" type="radio"/>	No <input type="radio"/>
Name for field 2	<input type="text" value="commessa"/>	Mandatory	Yes <input type="radio"/>	No <input checked="" type="radio"/>
Name for field 3	<input type="text"/>	Mandatory	Yes <input type="radio"/>	No <input checked="" type="radio"/>

Back

Go

USER

The User

After the system Administrator has created the user, the system will send an email *to the user* with the User ID and Password for accessing the "Reserved Purchases" area in the "Companies" section.

The User must receive the PIN code from the Administrator to complete the purchase.

Accessing the System

To access the system you must enter the *Customers* area of the site and after typing in the User-ID and Password received by email into the *dedicated area* select the desired option from the list of available services.

Dear USER TESTADV, employee of TESTADVINT, below I enclose a list of the online services at your disposal.

User's management	On-line services	Reports
» Change your Password	» Buy on-line	» Orders
» Change your E-mail	» Change Reservation	» Refunds
	» Display of latest journey associated to the PIR	
	» Ordinary refund	
	» Refund due to fault of Italian State Railways	
	» PIR cancellation	

user: usertestadv e-mail: indirizzo@mail.com

[Contract Rules](#) [User's manual](#)

Change Password

It is possible to change ones password by simply filling the empty boxes with the old password, new password, confirmation of the new password, and then clicking "Next".

Password change

Enter your current password

Choose your new password min. 8 characters

Enter and confirm your new password

[Back](#)

[Go](#)

Change E-Mail

This function allows for the changing of email addresses associated with users by simply typing the new address into the empty field and clicking "Next".

E-mail change

Your current email address is: **IIDIRIZZO@EMAIL.COM**

Enter your new email address

Back **Go**

Buying Tickets

You can access this function from the **User menu**.

The buying procedure is the same as that for *B2C users*, the only difference being on the page for final confirmation of the purchase. This page has the field "**PIN**" (an 8-figure code that must be given by the Administrator), and the "**Rif 1**", "**Rif 2**" and "**Rif. 3**" fields, which the user has available for indicating extra information as *requested by the specific Administrator* (e.g.: Cost Centre, Reason for journey etc.).

After every purchase **the system will send the user a confirmation email** with summary of the journey purchased.

Look up the timetables and purchase your tickets

You can look at the Trenitalia timetable and, if you are a registered customer, you can buy tickets for your journeys straight away. If you're not registered yet you can do it now.

Where are you departing from?

Where do you wish to alight?

When do you wish to travel?
Day Month Year

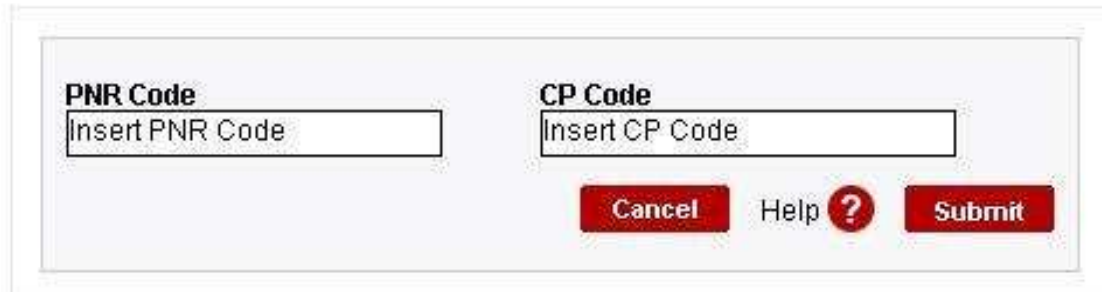
Time Minutes **Continue**

TO FIND OUT MORE

- How to...**
Ask for refunds and bonuses, special travel, lost and found..
Consult our traveller's guide
- Our current promotions**
Lots of new offers, find the one for you

Booking change

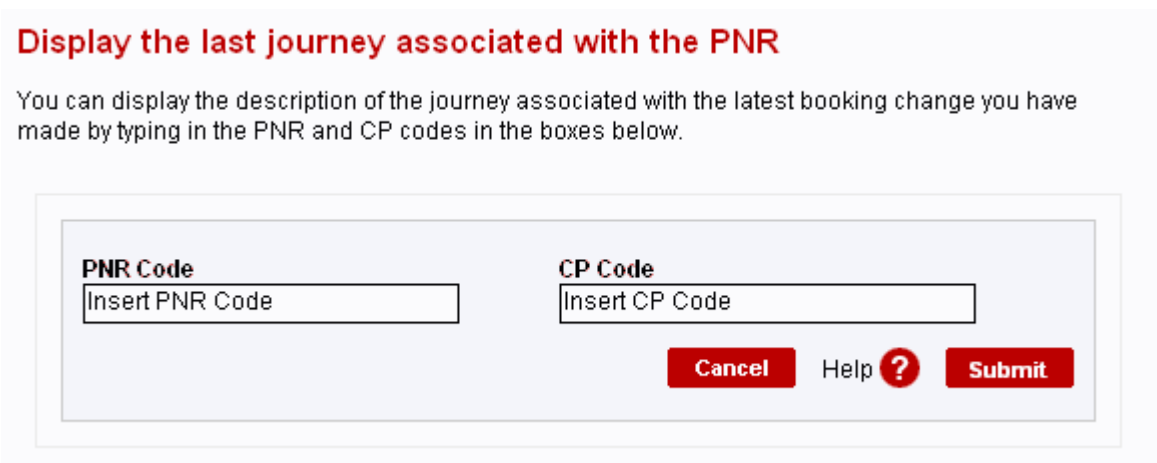
To make a booking change, customers must have their **CP code** and ticket **PNR code**. After entering the data into the empty fields and clicking the "Next" button, a list will be displayed of available solutions for making the change; to make the change, customers simply choose one of the options and click to confirm.



A form for making a booking change. It contains two input fields: "PNR Code" with the placeholder text "Insert PNR Code" and "CP Code" with the placeholder text "Insert CP Code". Below the fields are three buttons: "Cancel", "Help" with a question mark icon, and "Submit".

Display latest journey associated to the PNR

This function allows the "latest" status to be seen of an order for which, for example, one or more booking changes have been requested.



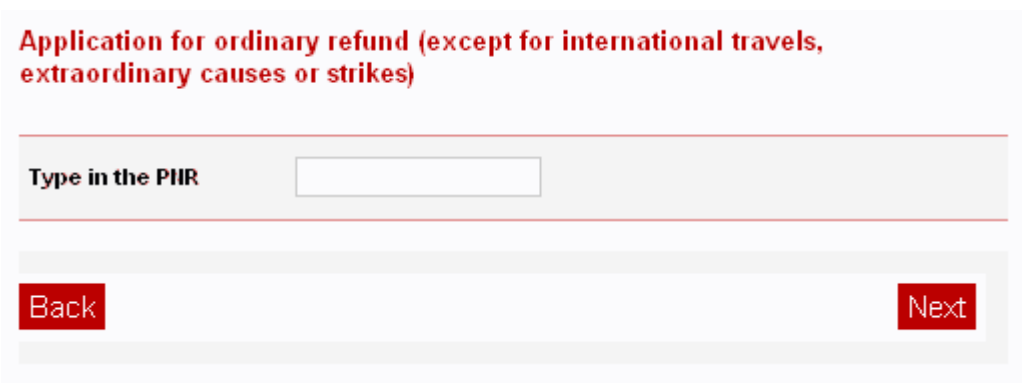
Display the last journey associated with the PNR

You can display the description of the journey associated with the latest booking change you have made by typing in the PNR and CP codes in the boxes below.

A form for displaying the latest journey. It contains two input fields: "PNR Code" with the placeholder text "Insert PNR Code" and "CP Code" with the placeholder text "Insert CP Code". Below the fields are three buttons: "Cancel", "Help" with a question mark icon, and "Submit".

Ordinary refund

This function allows refunds to be requested for bought tickets by simply entering the PNR code of the relevant tickets into the empty field and confirming with "Avanti".



Application for ordinary refund (except for international travels, extraordinary causes or strikes)

Type in the PNR

Back Next

Refunds for reasons not due to the customer (but to Italian state railways or by order of public authority)

This function allows customers to request refunds of already-bought tickets for cases when it has not been possible to use them due to reasons attributable to Italian state railways.

In the same way as for Ordinary Refunds, by simply entering the PNR code of the relevant tickets into the empty field, selecting the most applicable reason, and confirming with "**Avanti**".

Request for refund due to fault of Italian State Railways for journey not made

Journey missed due to fault of Trenitalia or by order of a State authority (important: the request must be submitted at least 3 hours after the timetabled departure time of the train).

NB: Request relating to when customers renounce journeys on their own violation must be submitted as **ordinary refunds**.

Enter the PNR

Enter the reason

Cancellation

This function allows users to cancel a purchase within 2 hours of in the event of purchases made by mistake.

Application for cancellation

Type in the PNR

Orders summary

This function displays *and/or downloads* the list of all the purchases made. The resulting table shows a summary of the tickets bought.

Summary of refunds

This function displays *and/or downloads* the list of all the refunds requested.

The resulting table shows the information on the ticket bought with *purchase date* and the *date when the refund was requested*.