How to buy online

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1. Online Ticket Purchase

**Search your journey**

1. You can also select from only FRECCE or REGIONAL trains
2. To change or retrieve your ticket, click on Manage Ticket
3. If you want to refine your search with other options (e.g. best price) and display other stations, click on Advanced Search
4. If you want to purchase Subscriptions or Carnets, click on the appropriate arrow
1. Indicate whether you want to make only a **one way** journey or a **Return** journey.
2. You can search up to **5 journeys at the same time**.
3. Select the stations, dates and number of passengers (maximum of 7 including adults and children) for your journey.
4. You can also select from only **Frecce or Regional** trains.
5. Select "**Other search options**" if you want to refine your search and display offers by: **Best price**, **Solutions with no change**, type **offer** and/or through entering your **Cartafreccia code** (to have more customised offers).
6. Go to "**Other Services**", if you want to purchase the **Bike Surcharge** (only for regional trains).
7. Click on "**Search**" to start the search.
Select your journey

- Departure Station: Roma Termini
- Arrival Station: Milano Centrale
- Departure Date: 02-01-2019
- Time: 10:00
- Duration: 2h 59'
- Train: Frecciarossa 1000
- Price: 92.00 €

Additional options:
- Roma Termini 10:20 → Milano Centrale 13:40: 3h 29' Frecciarossa 9520 from 92.00 €
- Roma Termini 10:30 → Milano Centrale 13:20: 2h 59' Frecciarossa 1000 9520 from 92.00 €
- Roma Termini 10:30 → Milano Centrale 18:45: 8h 15' Intercity 588 from 64.30 €
- Roma Termini 11:00 → Milano Centrale 13:55: 2h 55' Frecciarossa 1000 9622 from 92.00 €

Choose the next solution and continue.
1. Change the search parameters (stations, date, time and passengers) here
2. Click on “i” next to the train number to know the services available and the intermediate stops
3. Click on “i” next to offers and services if you want to know more about characteristics and conditions
4. For solutions with change, display the departure/arrival times from/at the different stations
5. Once the offer has been identified, you can select and display it immediately in the cart
6. You can learn about the main conditions of the offer selected through the notice under the “View other offers” button
7. If you want to select the seat, select the appropriate option (for round trip journeys, you can select the seat for both directions, only after selecting the return journey)
8. If you possess a discount card or want to select different offers per passenger, click on the “View other offers” option
9. To verify the availability of other journey solutions besides those shown, click on the “Next Solutions” option, or on “New search” to perform another
10. Click on the “Continue” button to proceed
11. In some cases, an **alternative offer** will be proposed via pop-up window and you can choose whether to continue without changing or accept and continue

**Select the seats**

1. If you have indicated you want to select the seat, you can change the coach you will travel in
2. Select the seat from those still available
3. Click on “**Confirm**” (for each train in the case of journeys on connecting trains) to move on to the next step

**Enter the travel data and select payment method**
1. If you are already registered select “Log in”, enter username and password to log in
2. Passengers can also enter one or more discount vouchers among the details, if compatible with the journey solution selected: click on the “Do you have a discount coupon?” button, enter the discount voucher code, respect also upper cases, and click on verify to check the validity.
3. You can always check your choices in the **cart**: correct application of the discount code, seats assigned in **seats info**; change **passenger details** if you have added a journey, clicking on **“Add Trip”** or clicking on “x” if you want to delete one or more travel solutions that you no longer intend purchasing.
4. Choose if you want to enrich your journey with **other services** available (voucher for taking a taxi through the MyTaxi App, one or more entries to the FrecciaClub, Meeting Area booking on board the train, etc.)

5. If you are a registered customer and need an invoice, select “**I need an invoice**” and fill in the required fields (for further information consult the section *Online Invoicing*). If you are not authenticated and have selected one of the accessory services that require a mandatory invoice (e.g. entry to Freccia Clubs and meeting area booking), authenticate yourself and proceed with the invoice request.

6. To use a **bonus/credit** following a train delay or a **Gift Card** for the purchase, click on the appropriate check box.

7. Proceed with payment by selecting the method you prefer (see *Payment Methods* page and accepting the *Conditions of Carriage* of the carrier and the *privacy policy*.

**Display the summary**

After making payment, you will receive a message confirming a successful outcome of the operation with summary details of the journey purchased.
In any case, the summary details of the journey will be sent to you at the electronic mail address associated with your user account in the case of a purchase with registration, or that indicated when purchasing in the case of purchases without registration.

1. You can send details of the purchase to an additional e-mail address or via text message (only one text message per purchase)
2. Save the journey as a favourite to be able to repurchase it quickly the next time (up to 4)
3. You can add your journey to the calendar
4. On this page you will also be offered some services linked to your journey for which you can receive useful updates (e.g. timely updates), a reminder of the journey via e-mail and information on complementary services. Select the services that interest you and click on Confirm.

If, after payment, a system error message is displayed, before proceeding to make a new purchase, please check whether you have received any purchase summary e-mail or, if you are a registered customer, access your reserved area using your credentials to check the presence of the journey purchased among recent journeys.

2. Online Ticket Purchase without registration

Continue without logging in

1. You can choose to purchase without registration by selecting the “Go on without log in” option in the authentication section. You will be asked to enter name, surname, e-mail and a telephone contact number (optional). In this case, you will be sent the details of the journey (PNR and CP code) exclusively via e-mail to the address indicated when purchasing.

Display the summary

After making payment according to the methods to be found here, you will receive a message confirming a successful outcome of the operation with summary details of the journey purchased.
The journey summary details will in any case be sent to you via e-mail at the electronic mail address indicated when purchasing.

2. Note the **Retrieval code** which appears on the Summary page and in the e-mail, which is useful for retrieving again, if necessary, the confirmation e-mail with the ticket's identifying details.

3. You can also send the purchase details to an additional e-mail address or through text message (only one **text message** per purchase can be sent) clicking respectively on the “**Send E-mail**” or “**Send SMS**” key.
**Manage your tickets**

1. **To retrieve a purchase made without registration**: click on “Manage your tickets” on the Home Page

   ![Manage your tickets interface](image1)

   1. Select the "I purchased without registration" option, enter the name, surname used for the purchase and the Recovery Code provided after the payment.

   ![Select and enter details](image2)

2. **To change or obtain a refund for a journey purchased without registration**: choose from the "I have PNR/Ticket code" option and enter the required details on the respective form.
Caution – For purchases made without registration, the invoice can be requested by midnight on the day of purchase, by clicking on Request invoice, while for purchases made on the EMV contactless channel, by clicking here, or, in the event of technical problems during the request, by filling out the following form.

3. Purchase summary e-mail

The journey data summary e-mail is sent to you automatically as soon as you have completed the purchase.

For ticketless tickets, the e-mail does not constitute a travel document but a reminder and as such, is not essential for travelling. Once on the train it is, in fact, enough to provide the PNR to the on-board staff.

If you have an electronic ticket or a regional subscription, you can choose whether to print it (A4 sheet) and take it with you or, at the request of Trenitalia staff, show it on the screen of an electronic device (PC, tablet or smartphone) provided it is able to show correctly the attachment received, including the Quick Response code which incorporates all the data of the attachment.

In the event that you do not receive the confirmation e-mail, you can still retrieve the details of your journey by consulting the journeys in your Reserved Area if you are a registered customer or, if you have made a purchase without registration, by requesting the re-sending of the e-mail from the Search and change ticket page, entering the name, surname and the retrieval code that was provided to you on the journey summary page (after payment).

4. What to do if the transaction is not allowed or is refused

During an online purchase it is possible that, for security reasons, the purchase process, which involves several players including banks and credit card operators, is unsuccessful.

In these cases, before proceeding to make the purchase again, we invite you to check if you have received the purchase summary e-mail or, if you are a registered customer, log in using your credentials to your reserved area to verify the presence of the journey purchased among your recent journeys.

A transaction may be refused/not allowed mainly due to:

- malfunctioning of systems;
- entering incorrect payment details (e.g. wrong card number or expiry date);
• lack of **authorisation** by the bank (e.g. insufficient funds, going over the credit limit, 3DS password, card expired, etc.)

For more information or clarifications on the outcome of a transaction that has been refused or not allowed, you can contact our operators through the new **Online Chat**, which is open every day from 08:00 to 20:00. To activate the chat, simply click on the icon 🛋️ at the bottom of the page.

Or you can send an e-mail to areaclienti@trenitalia.it specifying:

- the error code displayed;
- the username (in the case of purchase with login) or e-mail address (in the case of purchase without login) used;
- the date on which the purchase or the attempt to purchase was made;
- a telephone number.

**CAUTION**

*If you have received a text message from your bank, we inform you that a request has already been sent for immediate reverse transfer of the amount, with no actual charge on the card. For prepaid cards, ceiling recovery times depend on the card issuer, which should be contacted for more information.*

*If you have used a bonus, a discount coupon or a gift card, but the transaction was unsuccessful, you can use it again after 60 minutes.*
5. **Online Subscription Purchase**

**Search your Subscription**

1. **Click on Subscription & Carnet**

**Refine your search**
1. Select **subscription** to purchase (Trenitalia subscriptions for Frecce, IC and Regional trains or integrated regional subscriptions)
2. Select the station from those suggested in the dropdown menu
3. Select the **type of subscription, duration, type of train and service level**
4. Click on **Search** to start the search

**Select your subscription**

1. On the **selected subscription** page you will be shown the different subscription solutions available, with indications about trains allowed, type of service, kms and related price
2. Click on “Trains” to display the list with departure and arrival times, duration and frequency.
3. Pass the mouse over “i” for more details on the routes of the different solutions
4. Click on price to proceed with the purchase, which will be automatically updated in the cart

1. If you are purchasing an AV subscription, you can decide whether to Buy without booking or Book first, then buy.
   If you choose the “Book first, then buy” option and you are already authenticated, you will be taken directly to the page displaying the train that interests you and the days on which it is expected to run in line with the subscription chosen and, after selecting the one you prefer, you will be able to book the round-trip dates on which to travel and express seat preferences in the event they are available.

   For more details, see the Utilize with AV Subscription section below.
Enter the travel data and select payment method
1. Proceeding with the purchase without booking, **log in** entering username and password or proceed without login (for Regional, Intercity and FrecciaBianca trains)

2. Specify if the purchaser is also **holder** of the subscription; if yes, the name, surname and e-mail will be automatically filled in and you will have to enter the date of birth.

   If the purchaser is not the subscription holder, enter the required details (name, surname and date of birth) and optional details (**CartaFRECCIA** code, telephone number and e-mail).

3. If authenticated, request the **invoice** if you need it, selecting the appropriate option

4. To use a **bonus/credit** following a train delay or a **Gift Card** for the purchase, click on the appropriate check box

5. Select a payment method (to learn more, consult the **Payment Method** section)

6. **Accept** the **pick-up methods** and **General transportation conditions** and click on **Continue** to proceed with payment.
Display Purchase summary and confirm

After making payment, you will receive a message confirming a successful outcome of the operation with summary details of the subscription purchased. The purchase summary details will in any case be sent to you via e-mail at the electronic mail address linked to your account.

1. You can send details of the purchase to an additional e-mail address or via text message (only one text message per purchase can be sent)
2. You can add your journey to the **calendar**
3. if you have made your purchase before booking, take note of the **subscription code** for booking later or click on **Utilize** to proceed directly to booking the subscription (see Book your AV Subscription)

With AV Frecciarossa and Frecciargento subscriptions you can **make one outward and one return journey on the chosen route every day, within the month of validity.** However, you must book your seat before each journey.

*If, after payment, a system **error message** is displayed, before proceeding to make a new purchase, please check whether you have received any purchase summary e-mail or, if you are a registered customer, access your reserved area using your credentials to check the presence of the subscription purchased.*

**Utilize with AV subscription**
1. To use your subscription, select the "Utilize with AV Subscription" option in the search form, enter the subscription code, name and surname of the subscription holder and click on Verify to check the validity of the subscription and the details entered.

2. Confirm the journey route (or invert the departure and arrival stations) and enter the date/time you intend to leave.

3. Display the number of bookings available for the selected date and click on Search to start the search.

Select your subscription for utilization
1. Click on "i" if you want to know the services available and intermediate stops
2. Click on calendar to display in advance the dates of train runnings, in line with the subscription chosen
3. Click on arrow to proceed with the choice of seat and the booking
1. Click on check box to select all dates
2. Click on date to make a single choice of booking
3. Click on Seat Preference to select it; if the seat selected is not available, you will automatically be assigned another one; you can also choose the option “I choose the ‘area of silence’ for all dates”.

Book the dates
1. After selecting the dates and made the relevant bookings, you can make other bookings with other trains if days for the outward journey have remained without booking (e.g. because the train did not run or was full)

2. After having made bookings for outward journeys, in the same way you can make bookings for return journeys; to purchase the subscription this way, you must have made at least one booking for the outward journey and one for the return journey
Completing your bookings

1. If you have made the purchase without authentication, **log in** entering username and password (for AV trains the booking us only permitted using a registered user account, even if different from that of the purchaser or holder)

2. **Accept** the **General Transportation Condition**

3. Click on **Continue** to continue

Bookings can only be used by the subscription holder.
You cannot book the seat in salottini in support of bookings with subscription
Display the summary

The summary details of the journey are sent to you via e-mail at the electronic mail address linked with the user account used for the booking

1. You can send details of the purchase to an additional e-mail address or via text message
2. You can add the journey to the calendar
3. Display the summary details of the booking
4. Display the calendar with bookings made and any that were not successful
5. Click here to make a New Reservation
6. Online Carnet Purchase

6.1 Purchase and book carnets

Search your carnet

1. Click on “Subscription & Carnet” on the Home Page.
Refine your search

1. Select the stations from those suggested in the dropdown menu
2. Select the type of carnet
3. Click on Search to start the search
Select the carnet

1. Display the different solutions available, with indication of the train, service level and related price.
2. Click on the dropdown menu to select a type of carnet other than the one entered previously and click on "Refresh"
3. Display the summary details of the solution selected in the cart and, to proceed with the purchase, click on the price of the solution chosen
1. Log in entering username and password (purchase of a carnet can only be made through a registered user account)
2. Specify whether the purchaser is also the carnet holder in this case, you will automatically be shown the details of the purchaser as well as of the
holder) If the purchaser is not the carnet holder, enter the required details (name, surname and CartaFRECCIA) and the optional details (Company Code, date of birth, telephone number and e-mail)

3. Select the appropriate option if you need an **invoice**

4. To use a **bonus/credit** following a train delay or a **Gift Card** for the purchase, click on the appropriate check box

5. Select a payment method (to learn more, consult the "Payment method" section above)

6. **Accept** the [General Transportation Conditions](#) and the [privacy disclosures](#)

7. Click on **Continue** to proceed with payment.

**Display the summary**

After making payment, you will receive a message confirming a successful outcome of the operation with summary details of the carnet purchased.

The purchase summary details will in any case be sent to you via e-mail at the electronic mail address linked to your account.
1. Click on “Utilize Carnet” to proceed immediately to booking your journeys; you will be taken to the appropriate section (for more details, see the paragraph Make Reservation with carnet)

2. Note instead the carnet number, required to proceed with booking your journeys later

3. You can add the purchase to the calendar
If, after payment, a system error message is displayed, before proceeding to make a new purchase, please check whether you have received any purchase summary e-mail and the presence of the carnet in your reserved area.

6.2 Make Reservation with carnet

To utilize your carnet you can directly access the summary page using the “Carnet with reservation” key, or by selecting it on “Subscription & Carnet” on the Home Page and subsequently on the “Carnet with reservation” option.

1. Enter the Carnet number, the name and surname of the carnet holder (CartaFRECCIA holder) and click on Verify to check the validity of the carnet and the details entered.
2. If the details entered are correct, you can display the number of remaining bookings available for the card number entered and the route for which the carnet is valid.

3. Confirm the journey route (or invert the departure and arrival stations) and enter the date/time you intend to leave.

4. Click on "Search" to start the search.
Select which train you want to travel on

1. Click on "i" located alongside the train if you want to know the services available and the intermediate stops
2. You can change the departure date and time and click on “Refresh”
3. You can display the summary, which also contains the number of remaining bookings, in the cart
4. Click on the arrow next to the train to proceed with the choice of seat and the booking. You can also choose the “I want to choose the ‘area’ of silence” option

Choose the seat

4. If permitted for the service and train chosen, you can change the coach you want to travel on
5. Select the seat from those still available
6. Click on “Confirm” (for each train in the case of journeys on connecting trains) to move on to the next step
Complete your booking

1. In the event you are making a booking later than the purchase and directly from the summary page, log in entering username and password (the booking is permitted only by using a registered account name, even if different from that of the purchaser or holder)
2. Change the details (optional) of the holder (CartaFRECCIA, date of birth, e-mail, telephone number and company code)
3. Accept the General Transportation Condition and the privacy disclosures
4. Click on “Continue” to proceed; a message will be displayed with an indication of the number of remaining bookings.

Bookings can only be used by the carnet holder. You cannot book the seat in salottini in support of bookings with carnet

Display the summary
After confirming the booking, you can display a page with the summary details of the booking.

The journey summary details will in any case be sent to you via e-mail at the electronic mail address linked to your account.

1. Take note of the number of remaining bookings available on the carnet
2. You can send details of the purchase to an additional e-mail address or via text message (only one text message per purchase)
3. You can add your journey to the calendar
4. On this page, you will also be offered some services related to your journey for which you can receive useful information (e.g. about complementary services). Select the services that interest you and click on Confirm.