

How to buy the ticket online

1. Purchase
2. Purchase without registration
3. Payment options
4. Purchase summary e-mail
5. What to do if the transaction is not permitted or is refused
6. Online invoice request
7. Change ticket (compensation, reimbursement and change)
8. Purchase of subscriptions and carnets

1. Purchase

Search the journey

The screenshot shows the Trenitalia website's journey search interface. At the top, there's a navigation bar with links to FS News, FSNews Radio, LaFreccia.tv, LaFreccia.mag, and English. Below this is the Trenitalia logo and a banner image. A progress bar indicates the current step: 1. New search >> 2. Choice of travel >> 3. Data and payment >> 4. Summary.

The main search form includes the following elements and callouts:

- Way:** Radio buttons for "Way" and "Return".
- From:** A dropdown menu for the departure station. A callout box says: "Select the number of adults and children (max 5)". The dropdown list shows "Roma (Tutte Le Stazioni)", "Roma Aurelia", "Roma Balduina", "Roma Casilina", "Roma Monte Mario", and "Roma Montebello".
- To:** A text input field for the destination station. A callout box says: "Select a station from the list from the menu".
- Return:** A date input field showing "01/31/2015". A callout box says: "Choose the date and time of travel".
- Hour:** A time input field showing "16:00".
- Search:** A red button to initiate the search. A callout box says: "Click on search to go to the solutions".
- Best price:** A checkbox labeled "Best price". A callout box says: "Select this option if you want to visualize the best available fares on flexible dates (+/-3 days)".
- Subscription and Carnet:** Red icons for "Subscription" and "Carnet" are visible on the left side of the form.

At the bottom of the page, there's a footer with copyright information: "© Gruppo Ferrovie 2011 | Contacts | Legal Notes | Vat 06359501001 | Link | Transport Conditions | Single Number" and links for "Site map | Accessibility | Credits".

Search travel options by entering the requested piece of information in the dedicated form:

- Indicate whether you want a one-way or a round-trip ticket
- Select the station suggested in the dropdown menu and the number of passengers (max 5)
- Choose the date and time of travel
- Choose the option "**Best price**" to display the most affordable travel options, in a range of +/- 3 days with respect to the chosen date
- Click on **search** to start

Choose the solution

The screenshot shows the Trenitalia website interface for booking a train from Roma to Rho Fiera Expo Milano 2015. The page is titled "Choice of travel" and displays a table of travel solutions. Each row represents a different train option, including departure and arrival times, duration, train type, and price. Yellow callout boxes provide instructions on how to interact with the page: "Click on Show to view the changes and the trains", "Click on «i» to display the on-board services and the stops", and "Click here to display, if available, other travel solutions." A red "Cart" button is visible on the right side of the page.

Departure	Arrival	Duration	Train Type	Price
18:00 Roma Termini	21:26 Rho Fiera Expo Milano 2015	03:26	Frecciarossa 9650	starting from 88.10 €
18:05 Roma Termini	21:58 Rho Fiera Expo Milano 2015	03:53	Frecciarossa 9580	starting from 88.10 €
19:00 Roma Termini	22:28 Rho Fiera Expo Milano 2015	03:28	Frecciarossa 9654	starting from 88.10 €
19:20 Roma Termini	22:34 Rho Fiera Expo Milano 2015	04:11	Urbano Urb	

On the page "**Choice of travel**", you can display the travel solutions with the indication of duration, trains that compose the solution and **the lowest available price for that solution**:

- To learn about the services on board and **intermediate stops** click on the "i" next to the Train number
- For solutions with change, you can display the times of departure and arrival from / to different stations by clicking on "**Show**" in the "**Duration**" column
- For other travel solutions than those shown, please click on "**View all Solutions**", placed in the bottom of the page
- To continue and choose the offer, click on the **price** of the solution that you want to buy

Choose the offer

Trenitalia > FS News > FS News Radio LaFreccia.tv LaFreccia.mag English

TRENITALIA
GRUPPO FERROVIE DELLO STATO ITALIANE

Help and Contacts Customer area

Trip: Roma (Tutte Le Stazioni) → Milano (Tutte Le Stazioni)

1. New search >> 2. Choice of travel >> 3. Data and payment >> 4. Summary

Trip

Departure Station: Roma (Tutte Le Stazioni)

Arrival Station: Milano (Tutte Le Stazioni)

Departure Date: 02/11/2015

Time: 12

Adults: 1

Children: 0

Refresh

You are displaying: ☐ Freccie ☒ All other trains

Departure	Arrival	Duration	Train	Offer	Price
12:00 Roma Termini	14:55 Milano Centrale	02:55	FRECCIAROSSA 9626	Super Economy	starting from * 29.00 €

Click on «i» to display the offer's terms and conditions

Select the offer

View other offers

* calculating the price "starting from" could not consider some offers subject to special conditions of use (eg. age)

Continue

Cart

Travel 1

From: Roma Termini (12:00)

To: Milano Centrale (14:55)

Date: 02.11.2015

FRECCIAROSSA 9626

1 Super Economy - Standard

Adult

29.00 €

Final price (VAT included):
29.00 €

View your selections in the cart

Select this option if you want to choose your seat

Click on «Continue» to proceed

Click here if you want to use your discount cards or different offers for each passengers

- Once you have found **the offer** you want to buy, you can select it
- Use the "i" placed next to the offers and services to know their characteristics and conditions
- If you want to **choose your seat** select the appropriate option
- Go to the next step by clicking the **"Continue"** button.
- Alternatively, if you have discount cards or want to choose different offers for each traveller click on the option **"View other offers"**, select from the dropdown menu the desired service and the offer for each traveller and go to the next step by clicking the **"Continue"**

Choose the seat

Trenitalia > FS News > FSNews Radio LaFreccia.tv LaFreccia.mag English

TRENITALIA
GRUPPO FERROVIE DELLO STATO ITALIANE

Help and Contacts Customer area

Trip: Roma (Tutte Le Stazioni) → Milano (Tutte Le Stazioni)
Orario: 11-02-2015, Hour 12:00

1. New search >> 2. Choice of travel >> **3. Choice of seat** >> 4. Data and payment >> 5. Summary

Choose your seat

☐ I need a seat near another passenger

Frecciarossa 9626 : Frecciarossa **Centrale**

Seat for 1 Passenger

Check this box if you want to choose a seat near another passenger

Coach 11

ETR 500

1A 2A 3A 4A 5A 6A 7A 8A 9A 10A 11A 12A 13A 14A 15A 16A 17A 18A
20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100 101 102 103 104 105 106 107 108 109 110 111 112 113 114 115 116 117 118 119 120 121 122 123 124 125 126 127 128 129 130 131 132 133 134 135 136 137 138 139 140 141 142 143 144 145 146 147 148 149 150 151 152 153 154 155 156 157 158 159 160 161 162 163 164 165 166 167 168 169 170 171 172 173 174 175 176 177 178 179 180 181 182 183 184 185 186 187 188 189 190 191 192 193 194 195 196 197 198 199 200 201 202 203 204 205 206 207 208 209 210 211 212 213 214 215 216 217 218 219 220 221 222 223 224 225 226 227 228 229 230 231 232 233 234 235 236 237 238 239 240 241 242 243 244 245 246 247 248 249 250 251 252 253 254 255 256 257 258 259 260 261 262 263 264 265 266 267 268 269 270 271 272 273 274 275 276 277 278 279 280 281 282 283 284 285 286 287 288 289 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Enter travel data and choose how to pay

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TRENITALIA
GRUPPO FERROVIE DELLO STATO ITALIANE

Help and Contacts Customer area

Trip: Roma Termini → Milano Centrale
Onward: 02.11.2015, Hour 12:00

1. New search >> 2. Choice of travel >> 3. Authentication >> 4. Summary

Authentication

☐ Log in ☒ Go on without log in ☐ (Read information)

First name*: john Last name*: brown
e-mail*: j.brown@gmail.com brown@gmail.com
Phone:
Warning: for purchases without registration is (*) Mandatory field
☒ I am a passenger too

Passengers

Adult: Name Surname Contact number
Corporate ID Loyalty Code: Discount coupon/Promo Code
Discount coupon/Promo Code: Check Close

Additional Services

Hotel

Arrival Station: Milano Centrale
Arrival Date: 02/11/2015 Night: 1
Single rooms: 0 Double rooms: 1 Search

Payment

☐ I want to use a bonus or an electronic credit

☒ Use credit card or prepaid card

☐ PayPal

☐ Masterpass

☐ Bemoov

☐ I Book now, I pay later with Postclick

☐ Accept General Transportation Condition

Back Continue

Cart

Travel 1
From: Roma Termini (12:00)
To: Milano Centrale (14:55)
Date: 02.11.2015
FRECCIAROSSA 9626
1 Super Economy - Standard Adult
29.00 €
Final price (VAT included): 29.00 €
Add Trip

Time to complete the purchase: 10 MIN

If you need an accommodation at your arrival, search here for the hotel

Here you can log in with your user and password or select the option «go on without log in»

Check this box if you are buying the ticket and travelling as well

Enter here your discount coupon and click on «check»

On the page "Data and Payment" you can complete the last steps to carry out your purchase and pay:

- **Authentication:** If you are already registered, enter user and password to login

- If you are not registered, select "**Continue without log in**" and enter the necessary data (name, last name and a valid email address) (for more info, please refer to the section Purchase without registration)
- **Travellers data:** if you purchase and also travel, you can place a flag on the appropriate option (I travel too) and automatically the system will enter the data relating to the first passenger
- Among passengers data you can also enter one or more **Coupons**, if compatible with the chosen travel solution: click on the button **Discount Coupons / Promo Code**, enter the 19-digits discount code exactly as received (capital letters included), and click on check to verify the validity
- If the code is valid, the discount will be applied on the amount due; you can check the application of the discount also on the **cart** on the right.
- If you need a **hotel** at your destination you can choose one among those offered by our partners in other services section. You can complete the booking after buying the ticket.
- If you are a registered customer and you need the invoice, select "**I need an invoice**" and fill out the required fields (for more information please refer to the invoicing section)

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TRENITALIA
GRUPPO FERROVIE DELLO STATO ITALIANE

Help and Contacts Customer area

Trip: **Roma Termini → Napoli Centrale**
Onward: 01.30.2015, Hour 12:26

1. New search >> 2. Choice of travel >> 3. Data and payment >> 4. Summary

Authentication

Log in Go on without log in (Read Information)

First name*: john Last name*: brown
e-mail*: j.brown@gmail.com Confirm e-mail*: j.brown
Phone:
Warning: for purchases without registration is (*) Mandatory field
☐ I am a passenger too

Click here if you want to view or modify passenger's details of the travel in your cart

Click on x to cancel the travel from the cart

Time to complete the purchase: **07 MIN**

Passengers

Adult Name Surname E-mail List for Travels Contact number
Corporate ID Loyalty Code **Select a mode of payment** Discount coupon/Promo Code

Additional Services

Hotel

Payment

☐ I want to use a bonus or an electronic credit

☐ Use credit card or prepaid card VISA MasterCard Postepay Amex

☐ PayPal PayPal

☐ Masterpass Masterpass

☐ Bemoov Bemoov

☐ Accept [General Transportation Condition](#)

Back **Accept the General terms and conditions to continue** **Continue**

You have 2 travels in cart

Cart

Travel 1
From: Roma Termini (12:00)
To: Milano Centrale (14:55)
Date: 02.11.2015
FRECCIAROSSA 9626
1 Adult Super Economy - Standard
29.00 €

Travel 2
From: Roma Termini (12:26)
To: Napoli Centrale (14:29)
Date: 01.30.2015
Intercity 553
1 Adult Base - 2^a Classe
26.00 €

Final price (VAT included): 55.00 €

Add Trip

Click here if you want to add a new travel to your cart

Click on Continue to go on to payment

Trenitalia

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- After entering the data on your trip, you can choose whether to pay or add other journeys to your shopping cart by clicking "**Add Trip**"
- In the cart you can always check your choices. In case you have entered more journeys, you can review and change the information relating to the travels data previously entered by clicking on **passengers' data**. A section with a summary of the data entered will open giving you the possibility to upgrade them before proceeding to payment. If you want you, can delete one or more travel solutions that do not wish to purchase directly on the cart
- Proceed with the payment by selecting the modality you prefer (see Payment section) and accepting the **General Transportation Condition of Trenitalia Passengers**.

Summary and confirmation of purchase

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TRENITALIA
GRUPPO FERROVIE DELLO STATO ITALIANE

Help and Contacts Customer area

1. New search >> and payment >> 4. Summary

Summary purchases without registration

Print Summary Print Receipt Send SMS Send E-mail

You have completed the purchase successfully. In this screen you can find all the information about your trip.

Trip Add to cal. Share

Departure Station: **Roma Termini** Hour 12:00 - 11/02/2015

Arrival Station: **Milano Centrale** Hour 14:55 - 11/02/2015

Frecciarossa 9626 Retrieval code: 152177

Passenger 1 (buyer): **John Brown**

Purchased Offer/Service: Economy STANDARD CP: 358401

Coach: 9 Seat: 3D (WINDOW)

Amount: 49.00 €

Total amount: 49.00 €

In case of ticketless purchase you must provide the PNR code to staff members, otherwise you will be considered without ticket.

Serve un'auto per il tuo soggiorno? A partire da 15€ al giorno

Bagaglio Facile! Spedisci il tuo bagaglio a partire da 20€ con il servizio di spedizione bagaglio a domicilio.

- After having paid, you will receive a message confirming the success of the operation with the summary data of the purchased trip
- The summary data of the trip will be also sent via **email** to the email address associated with your account, in case of purchases with registration or to the one indicated at the time of purchase, in case of purchases without registration
- In the **Summary** page you can decide to send the purchase data to an additional email address or via SMS (just one **SMS** per purchase) and you can add your journey to the calendar

*If, after payment, **error messages** of the system are displayed before proceeding with a new purchase, we invite you to check if you have received the email with the summary of your purchase or, if you are a registered customer, to access with your credentials your private area to verify the presence of the purchased journey in the list of your last trips.*

2. Purchase without registration

You can choose to buy without registration by selecting, in the a

uthentication section, the option "**I continue without logging in.**" You will be prompted to enter your name, last name, e-mail address and a telephone number. In this case the details of the trip (PNR code and CP) will be sent **only** via email to the address indicated at the time of purchase.

Proceed with the payment and write the **purchase retrieval code** displayed in the Summary page and that you can use to recover, if necessary, the confirmation email with the identification data of the ticket.

To retrieve a purchase made without registration: go to the "manage your ticket " page and choose the tab "retrieve your purchase " enter the name and the surname used for the purchase and the retrieval code received after payment.

To make a change / ask a refund of a purchased ticket without registration: go to the "**manage your ticket** " page and choose the tab "view and change the ticket" enter the email address used for the purchase and the PNR of the trip.


Warning - if you are not registered, you cannot buy electronic tickets for regional trains, you cannot ask for an invoice or use the delay compensation online request (in this case, you must go to the ticket office).





3. Payment options


You can pay in one of the following ways: Instant payment with credit cards, Credit card, Use of credit cards, Paypal, Masterpass, Postoclick, Electronic bonus/values


Payment


☐ I want to use a bonus or an electronic credit






☒ One click payment with registered credit card 

☐ Use credit card or prepaid card    

☐ PayPal 

☐ Masterpass 

☐ Bemoov 

☐ I Book now, I pay later with Postoclick     

☐ Accept [General Transportation Condition](#)

Back

You have 1 travel in cart

Continue

Instant payment with credit cards

This method allows you to speed up your purchases saving, safely, the data of the credit card you normally use to buy online. To activate the service select the "instant purchase by credit card" and enter the data of the card you want to save, and proceed with the payment. The card data will be automatically saved and associated with your account.

For your future purchases, always using the instant purchase by credit card method, you can complete the payment by entering only the CVV code of your card.

You can cancel the service whenever you want by clicking on "Disable the service" in the payment section. If you want to change the credit card data, first disable the service and then continue with the new registration. The service is dedicated to customers registered on the site and can be activated only for one credit/prepaid card belonging to one of the circuits accepted on this site (Visa, Mastercard, American Express, Diners)

Payment with credit cards

On this site you can use **all the credit cards and prepaid cards** belonging to **Visa, Mastercard, American Express and Diners** circuits.

Trenitalia uses the **secure payment system** developed by N & Ts Group, which allows you to shop online with the **guarantee of security and privacy**. Transactions are not conducted with instruments managed by Trenitalia but with **the servers using secure technology** of the group.

Any appearance of notices from the browser indicating you are being redirected to a non-secure server will therefore be exclusively a simple confirmation of the transaction by Trenitalia.

Payment via PayPal

To pay via **PayPal** you must be registered in advance and open a **PayPal** account.

To carry out the payment, select the PayPal method and click on "confirm". You will be redirected to PayPal secure server where you will be prompted to enter the email address and password used for the registration to end the process.

After having paid, a message appears confirming the transaction on a page of the Trenitalia site.

Masterpass

This payment method is reserved for holders of a Masterpass electronic wallet.

To pay select this payment method and log in with your account, entering the credentials (e-mail address and password) and answering the security question defined at the time the wallet activation.

To pay, simply select one of the payment instruments loaded in the wallet and confirm.

If you do not have a Masterpass electronic wallet it's necessary to ask for the activation to your own bank.

Payment via electronic bonus or values

If you have some **bonuses** associated with your account, previously generated using the appropriate function in the customer area, you can proceed to the **payment of tickets** by choosing the function "**use bonus or electronic values**" and selecting the bonus to use (you can select more bonuses up to the amount due).

WARNING - The single bonus does not give you the right to have the change so if you use a bonus which amount exceeds the purchase, the remaining amount will not be refunded; if you use a bonus of a lower amount, you can pay the difference by credit card, prepaid card or paypal.

Payment via Bemoov

To pay by Bemoov you must have previously associated a credit card or debit card to your cell phone number. This association can be made directly online by subscribing to Wallet Bemoov service on the Bemoov site. (<https://www.bemoov.it>)

Once subscribed to the service, to make the payment select the mode Bemoov and enter the mobile phone number used for registration. You will be sent an OTP code via SMS. To complete the payment it will be sufficient to insert the OTP code received and the CVV of the credit card associated with the phone number. The activation of Bysmart service is free of charge, there is no need of any current account opening and it is possible to deactivate the profile whenever you want.

Postpay with Postoclick

With Postoclick you can book online * your trip and pay later. Reservations can be made within 24 hours before departure (48h for bunks and sleeping cars) and payment must be made within 48 hours from

booking but always within the limit of 24 hours (or 48 h for bunks and sleeping cars) from the departure of the train itself. Once you choose to pay your journey with postoclick, check on the summary page the terms for payment and the details of the booked journey, including the PNR required to confirm the reservation. You can pay the postoclick on Trenitalia site, viewing the journey on your **reserved area** (or for purchases without registration, via pnr and email in the section "change the journey"), at one of **the ATMs of Unicredit Banca**, at **Ricevitorie SISAL or Lottomatica LIS PAGA** (paying at Unicredit, Sisal and Lottomatica LIS PAGA include an additional cost of 1.50 euro) at the **travel agencies in Italy, Self Service ticket machines or ticket offices**.

Payment and confirmation of postoclick regards all the journeys included in the reservation and identified by the same PNR, therefore, in case of a round-trip ticket, it is not allowed to confirm only one trip. The Postoclick service cannot be used to purchase travel solutions with regional trains.

WARNING - the postoclick summary email is not a ticket, it is necessary to pay to confirm a postoclick. If PostoClick cannot be confirmed, the booking of the journey cannot be recovered in any way. For purchases with postoclick, the function of invoice issuing is expected only in case of confirmation of booking on this site.

4. Purchase summary email

The summary email on journey data is automatically sent to you at the end of the purchase.

For ticketless tickets **the email is not a travel document but a reminder and as such, it is not essential to travel**. Once on board it is sufficient to provide the PNR to the crew.

For electronic tickets and regional subscriptions you can choose whether to print it (A4 format) and take it with you or, if requested by Trenitalia staff, to show it on the PC, tablet or smartphone, provided that the device is able to display the received annex properly, including the Quick Response code that includes all the data of your ticket.

In case you do not receive the confirmation email, you can **retrieve the details of your journey** by consulting the **journeys** present in your Private Area if you are a registered customer or if you've made a purchase without registration, by asking for a re-sending of the email in the page **manage your ticket/change the ticket** by entering the name, surname and retrieval code that you were given in the journey summary page (after payment).

5. What to do if the transaction is not permitted or refused

During an on-line purchase it's possible that, for security reasons, the purchase process, involving several actors including Banks and credit cards institutes, is not to be successful. In these cases, before trying to purchase again, we invite you to check for the receipt of the purchase summary e-mail or, if you are a registered customer, access with your credentials to your private area to check the presence of the purchased journey among the latest travel list.

A transaction can be refused/not permitted mainly due to:

- Use of **more than one credit card** with the same name
- **Malfunctioning** of systems
- lack of **authorization** from the Bank

For further information or clarification on the outcome of a transaction refused or not permitted, you can send an e-mail to areaclienti@trenitalia.it specifying:

- the displayed error code;
- the account (in case of purchase with login) or the email (in case of purchase without login) used;
- the date of the purchase or the attempt to purchase;
- a telephone number.


WARNING - In some cases it is possible that, despite the transaction is rejected, the sum committed to the purchase is temporarily "frozen" by the Institute that issued the credit card. This amount will again be made available according to the times and conditions specified in the contract with your credit card institute. Trenitalia cannot intervene on the timing and method of crediting, this activity is in charge of the institute that

issued the credit card. In these cases you should contact the bank that issued the credit card in order to know the time required to recover the amount.

6. Online invoice request

To request the invoice for your trip, before proceeding to the payment, select the option "**I need an invoice**" and choose the type of invoice (with tax code or VAT) in the "**data and payment**" page.

You can create a new invoicing profile checking the box "**create new invoice profile**" and entering the required data or you can use an existing profile. In the latter case, for profiles with the tax code you can select the profile to use from the list while, for the profiles with VAT, include VAT in the appropriate field and click on search.

 I need an invoice

Invoice

☒ Invoice with VAT ☐ Invoice with Tax Code

Search a profile associated with the VAT or create a new one.

Vat Number:

New search

☐ Create a new invoice profile

Profile Name:

Vat Number:

Company Name/Name Surname:

Fiscal Code:

Surname:

Name:

Address:

City:

Province:

Postal Code:

Country:

Clear Data

Register Profile

- After creating a new invoicing profile, before proceeding with the purchase, remember to register your profile via the "**Register Profile**" button. A message will confirm you that the profile has been properly registered (remember that the invoice is issued only if the invoicing profile is registered).
- After making the payment, in the "Travel **Data Summary**" page you can display your invoice in PDF format and, if you want, you can print it. Alternatively you can view and print the issued invoice in the section "**INVOICE**" in your private area.

WARNING – It is possible to ask for the issuance of the online invoice only **at the time of purchase**. The invoice is not available for purchases made without registration, by phone or through the call centre (toll number). For purchases through postoclick the invoice is available only if the postoclick is confirmed, with a registered account, with payment on this site. In this case the invoice, if requested, will be available in the dedicated section of the private area.

7. Change ticket (compensation, refund other changes)

To change the purchased ticket, if the conditions allow it, you have to display the detail of the journey by going to your Private Area or, in the case of purchase without registration, using the "Change ticket" function.

Based on the characteristics of the purchased journey, the functions **Compensation request**, **Change booking (date / time of departure)**, **Refund / Other changes** will be visible and can be activated with using the dedicated buttons.

You can check the changes you are making to your ticket entering the cart.

Compensation

In case of **delay of the train or air conditioning failure**, go to the detail of the trip in your private area and click on "**request for compensation**" (this function is active 3 days after the travel).

If you are eligible to receive the compensation you will display a **confirmation message** and you will be prompted to choose whether to opt for the refund of the price paid on the credit card used for the purchase or generate an electronic bonus, which can be used only for online purchases.

Booking change (date/time of departure)

To change only the date/time of departure, select the trip to edit in your Private Area or in the area dedicated to purchases without registration (function "**solution details** ") and click on "**Booking change (date / time of departure)**".

Choose the new date / time of departure, click on confirm. You will be shown the travel solutions compatible with the change to choose from. Select the trip you want and click on confirm. You will receive a summary email of the change. The same changes are visible even in the private area.

To change the date / time of the economy offer use the function "change ticket".

In the case of travel solutions purchased with different offers (for example, in combination with regional trains), booking changes can be made via the function "Refund / Other changes" and only for those offers that allow it.

Refund

Select the journey you want to ask for a refund in your Private Area or in the area dedicated to purchases without registration (function "Manage My Trip") and click on "**Refund / Other changes**" and then, after having selected the ticket/s to be refunded on "**Refunds**".

The refund will be issued in accordance with the provisions of the General Conditions of transportation of passengers, and will be through the **refund of the amount on the same tool used for the purchase**.

Tickets equal to or less than 10 euro are not refundable.

You can ask for a refund with this functionality before the train departure. You cannot claim a refund on tickets for regional trains.

Change ticket

You can make the change of the date/time of departure/arrival and service/offer of a purchased travel solution by selecting the tickets for which you want to make the change and clicking the "**Change ticket**". After having changed the ticket you will be shown a page with the summary of the changes. Depending on the changes you may be asked to pay a price integration (for example, when choosing a superior offer /level of service) or you may be refunded the difference, in which case you will be given the amount payable and the amount withheld, as provided by the normative in force. The amount credit, net of deductions, is made directly to the card used for purchase.

You will receive a summary email of the new journey as per the changes you made and, in case of refund, the amount reimbursed. The same changes are shown in the detail of the trip in the private area or in the section dedicated to purchases without registration. If you want to display the details of the original trip (before the changes) click on "**To see the changes made on this trip, click here**".

Economy ticket change

To change the date/time of departure of an Economy ticket on this website:

- displays the trip to edit in your private area (for purchases with registration) or in the section "change ticket" (for purchases without registration)
- select the option "Refund /Other changes"
- select the travellers for which you want to make the change and choose the "Change ticket" choose the new date and / or time of departure and click "continue"

- choose the train on which to travel and click on "select", decide whether to choose the seat or not and click "continue"
- pay the ticket.

You will receive a summary email of the new journey. The new solution can be displayed also in the private area or in the section dedicated to purchases without registration. If you want to display the details of the original trip (before the changes) click on **"To see the changes made on this trip, click here"**.

8. Purchase of Subscription and carnet

8.1 Subscription purchase

Search the subscription

The screenshot shows the Trenitalia website interface for searching a subscription. The top navigation bar includes links to FS News, FSNews Radio, LaFreccia.tv, LaFreccia.mag, and English. A welcome message for ANDREA ROSSI is displayed, along with a shopping cart icon and an Exit button. The main navigation bar includes Help and Contacts and a Customer area link.

The search process is divided into four steps: 1. New search, 2. Choose the type of the subscription, the duration and the type of train, 3. Data and payment, and 4. Summary. The current step is 2, which is highlighted with a yellow box containing the text: "Choose the type of the subscription, the duration and the type of train".

The search form includes the following fields and options:

- From:** Roma (Tutte Le Stazioni)
- To:** napoli (Tutte Le Stazioni)
- Type:** Subscription Onward and Return
- Duration:** (dropdown menu)
- Train type:** Tutte
- Service L:** (dropdown menu)
- Time slot went:** All
- Time slot:** (dropdown menu)

A dropdown menu is open for the "To" field, showing a list of stations: Napoli (Tutte Le Stazioni), Napoli Campi Flegrei, Napoli Centrale, Napoli Garibaldi, NAPOLI MARITTIMA, and Napoli Mergellina. A yellow box with an arrow points to this menu with the text: "Select the station from the menu".

A red "Search" button is located at the bottom right of the form. A yellow box with an arrow points to this button with the text: "Click here to start searching".

The footer of the page includes the Trenitalia logo and the following text: "© Gruppo Ferrovie 2011 | Contacts | Legal Notes | Vat 06359501001 | Link | Transport Conditions | Single Number". On the right side of the footer, there are links for Site map, Accessibility, and Credits.

Search the subscription by entering the pieces of information requested in the form:

- Select the station among those suggested in the dropdown menu
- Choose the type of subscription, the duration and type of train
- Click on advanced search if you want to buy other types of subscriptions (e.g. regional subscriptions)
- Click on Search to start the search

Choose the subscription

Trenitalia > FS News > FSNews Radio LaFreccia.tv LaFreccia.mag English

TRENITALIA
GRUPPO FERROVIE DELLO STATO ITALIANE

[Help and Contacts](#) [Customer area](#)

Subscription: **Roma (Tutte Le Stazioni) ↔ Napoli (Tutte Le Stazioni) A/R**
Duration: Monthly

1. New search >> 2. Choice of subscription >> 3. Data and payment >> 4. Summary

SUBSCRIPTION DETAILS

Departure Station: Roma (Tutte Le Stazioni) Arrival Station: Napoli (Tutte Le Stazioni) Train type: All Duration: Monthly Service Level: ALL [Refresh](#)

Validity: From 1/2/2015 To 28/2/2015

	Admissible service	KM	Price
Click here to view the train, departure and arrival time, duration and frequency	2° Classe	208	128.50 € >
<div> Mensile Trains ▼ </div> <div> ES Italia AV Frecciargento Frecciarossa </div> <div> 1° Business/1° Classe </div> <div> 213 </div> <div> 509.00 € > </div> <div> Choose </div> <div> Click here to purchase </div> <div> Points CartaFRECCIA per passenger: 722.0 </div>	213	509.00 € >	
<div> Mensile Trains ▼ </div> <div> ES Italia AV </div> <div> 2° </div> <div> 213 </div> <div> 356.00 € > </div> <div> Position the mouse pointer on the «i» for details on the travel </div>	213	356.00 € >	
<div> Settimanale Trains ▼ </div> <div> Intercity </div> <div> 1° Classe </div> <div> 222 </div> <div> 167.00 € > </div>	222	167.00 € >	

<< New search

Cart

→ Subscription

From: Roma (Tutte Le Stazioni)
To: Napoli (Tutte Le Stazioni)
Train type: All
Duration: Monthly
Service level: ALL
Validity:

Trenitalia

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- In the page **Choose the subscription** you are shown the various available solutions for subscription, with indications on allowed trains, type of service, km and price
- Click on the arrow to the left of the allowed trains to view the list with times of departure and arrival, duration and frequency
- For details on the travel of the different solutions, position the mouse pointer on the "i" next to allowed trains

15

- To purchase, click on the **price**

Enter your journey data and choose how to pay

The screenshot displays the Trenitalia website interface for purchasing a subscription. The top navigation bar includes links to FS News, F5 News Radio, LaFreccia.tv, LaFreccia.mag, and English. The user is logged in as ANDREA ROSSI. The main content area shows the subscription details: Roma (Tutte Le Stazioni) to Napoli (Tutte Le Stazioni), Duration: Mensile. The process is divided into four steps: 1. New search, 2. Choice of subscription, 3. Payment, and 4. Summary.

Authentication: The user is prompted to login by entering their user name and password. The form includes fields for Username (ANDREA), Password (ROSSI), Email (G.DITERLIZZI-CONS@TRENIT), and Phone Number (3456655443). A checkbox for "I am the subscription holder" is checked.

Subscription Holder: The user is prompted to check this box if they are the buyer and the holder as well. The form includes fields for Name (ANDREA), Date of Birth (26/11/1984), Loyalty Code (12164), and Corporate ID (3456655443). A checkbox for "I need an invoice" is also present.

Payment: The user is prompted to select a mode of payment. The options are: One click payment with registered credit card (selected), Use credit card or prepaid card (with Visa, Mastercard, and American Express logos), PayPal, Masterpass, and Bemoov. A checkbox for "I want to use a bonus or an electronic" is also present.

Cart: The cart summary shows the subscription details: From: Roma (Tutte Le Stazioni), To: Napoli (Tutte Le Stazioni), Train type: AV, Duration: ???Mensile???, Service level, and Validity: 1/2/2015 - 28/2/2015. The price is 509.00 €. The final price (VAT included) is 509.00 €.

Terms and Conditions: The user is prompted to read and accept the terms to obtain their season ticket and the General terms and conditions of Transport before continuing. The form includes checkboxes for "Withdraw your subscription from one of the Self-Service machines" and "Accept General Transportation Condition".

Continue: The user is prompted to click on Continue to go to payment. The Continue button is highlighted in red.

Footer: The footer includes the Trenitalia logo, copyright information (© Gruppo Ferrovie 2011), and links to Contacts, Legal Notes, Vat 06359501001, Link, Transport Conditions, Single Number, Site map, Accessibility, and Credits.

In this page, enter the data required for the purchase and complete the payment:

- **Login** by entering your username and password (the purchase of a subscription can be made only by registered users)
- Specify whether the buyer is also holder of the subscription
- Enter the required data of the holder, (full name and date of birth) and optional info too (Cartafreccia code, telephone number and e-mail)
- Ask for the invoice if you need it by selecting the appropriate option
- Select one of the methods of payment (for more info please refer to the section Payment included in the guide of ticket purchases)
- **Accept the terms of withdrawal and the General Conditions of Transportation** and click **Continue** to proceed with the payment.

Summary and confirmation of purchase

The screenshot shows the Trenitalia website's 'Summary' page for a subscription purchase. The page includes the Trenitalia logo, navigation links, and a welcome message for 'ANDREA ROSSI'. The main content area displays the subscription details:

- Subscription A/R** (Add to cal. | Share)
- Departure Station:** Roma Tiburtina
- Arrival Station:** Napoli Centrale
- Train:** AV
- Duration:** Mensile
- Subscription Code:** 539851
- PNR Code:** AG6BGM
- Holder:** Andrea Rossi
- Purchased Service:** 1* Business/1* Classe
- Validity:** 01-02-2015 - 28-02-2015
- CartaFRECCIA:** 121643514
- Points:** 976.50 [Loyalty balance](#)
- Total amount:** 509.00 €

Below the subscription details, there is a warning icon and text: "Withdraw your subscription from one of the [Self-Service machines](#) on the Italian territory".

Two yellow callout boxes provide additional options:

- Click here if you want to send the travel details to another email address** (points to the 'Send E-mail' button).
- Click here if you want to share your travel on Facebook or Google+** (points to the 'Share' button).

On the right side, there are two promotional banners:

- Serve un auto per il tuo soggiorno?** (A partire da 15€ al giorno) - Includes an image of a car and a button 'Vai alle offerte'.
- Bagaglio Facile!** (Spedisci il tuo bagaglio a partire da 20€ con il servizio di spedizione bagaglio a domicilio.) - Includes an image of a suitcase.

- After having paid, you will receive a message confirming the success of the operation with the summary data of the purchased subscription.
- The summary data of the purchase will be also sent via email to the email address associated with your account
- In the same **Summary** page you can send the purchase data to an additional email address or **share** the purchase on your Facebook or Google+ account

If, after payment, **error messages** of the system are displayed before proceeding with a new purchase, we invite you to check if you have received the email with the summary of your purchase and the presence of the subscription in your private area.

8.2 Travel carnet purchase and reservation

- I) PURCHASE
- II) CARNET RESERVATION

I) PURCHASE

Search the carnet

Trenitalia > FS News >

FSNews Radio LaFreccia.tv LaFreccia.mag English

TRENITALIA
GRUPPO FERROVIE DELLO STATO ITALIANE

Help and Contacts Customer area

1. New search >> 2. Choice of carnet >> 3. Data and payment >> 4. Summary

☒ Purchase carnet ☐ Utilize carnet

From: Roma (Tutte Le Stazioni) To: Milano (Tutte Le Stazioni)

Carnet Type: Carnet 10 Travel - AV - 180 days validity

Search

Click here to start searching

Choose the typology of the carnet

Select a station among those suggested in the dropdown menu


Trenitalia


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Search the carnet to purchase by entering the required pieces of information in the form:

- **Select the station** among those suggested in the dropdown menu
- Choose the **typology** of the carnet
- Click on **Search** to start searching

Choose the carnet

Trenitalia > FS News > [FSNews Radio](#) [LaFreccia.tv](#) [LaFreccia.mag](#) [English](#) 

 [Help and Contacts](#) [Customer area](#)

Carnet: **Roma (Tutte Le Stazioni) → Milano (Tutte Le Stazioni)**
Carnet 10 Travel - AV - 180 days validity

1. New search >> 2. Choice of carnet >> 3. Data and payment >> 4. Summary

Carnet

Departure Station: **Roma (Tutte Le Stazioni)**

Arrival Station: **Milano (Tutte Le Stazioni)**

Type: **Carnet 10 Travel - AV - 180 days v**

Valid from: **02/18/2015**

[Refresh](#)

Cart

→ **Carnet**

From: **Roma (Tutte Le Stazioni)**

To: **Milano (Tutte Le Stazioni)**

Type: **Carnet 10 Travel - AV - 180 days validity**

Validity: **02.18.2015 - 08.16.2015**

Carnet Type	Train type	Service	Price
CARNET 10 VIAGGI AV	Frecciarossa Frecciargento		<div>Click on the price to purchase</div> <div>Choose</div> € 928.00 >
CARNET 10 VIAGGI AV	Frecciarossa Frecciargento	2° Classe 2° Standard	€ 688.00 >
CARNET 10 VIAGGI AV	Frecciarossa	2° Premium	€ 800.00 >
CARNET 10 VIAGGI AV	Frecciarossa	Executive	€ 1400.00 >

<< New search

Trenitalia

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- In the **choose the carnet** page you display the various available solutions, with indication of the train, the level of service and price
- To purchase, click on the **price**

Enter your journey data and choose how to pay

Trenitalia > FS News > FSNews Radio LaFreccia.tv LaFreccia.mag English Exit

Welcome **ADRIANO ROSSI** (1) Exit

TRENITALIA
GRUPPO FERROVIE DELLO STATO ITALIANE

Help and Contacts Customer area

Carnet: **Roma (Tutte Le Stazioni) → Milano (Tutte Le Stazioni)**

1. New search >> 2. Choice of >> 4. Summary

Authentication

Buyer

We may use your personal details to inform you in case of problems with trains traffic.

☒ I am also the holder

Carnet Holder

☐ I need an invoice

Payment

☐ I want to use a bonus or an electronic credit

☒ One click payment with registered credit card Disable Service

☐ Use credit card or prepaid card VISA Mastercard Amex UnionPay

☐ PayPal PayPal

☐ Masterpass Masterpass

☐ Bemoov bemoov

☐ Accept [General Transportation Condition](#)

Cart

Time to complete the purchase: **09 MIN**

→ **Carnet**

From: **Roma (Tutte Le Stazioni)**
To: **Milano (Tutte Le Stazioni)**
Type: **Carnet 10 Travel - AV - 180 days validity**
Validity: **02.18.2015 - 08.16.2015**
Service: **1° Business/1° Classe**

928.00 €

Final price (VAT included): **928.00 €**

Check the details of the carnet you're purchasing

Accept the General terms and conditions to continue

You have 1 carnet in cart

Click on Continue to go to payment

Trenitalia

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In this page, enter the data required for the purchase and complete the payment:

- **Login** by entering your username and password (the purchase of a subscription can be made only by registered users)

- Specify whether the buyer is also holder of the carnet (in this case the data of the purchaser will be automatically proposed as data of the holder)
- Enter the required data of the holder, (full name and date of birth) and optional info too (Cartafreccia code, telephone number and e-mail)
- Select the option if you need the **invoice**
- Select one of the methods of payment (for more info please refer to the section Payment included in the guide of ticket purchases)
- **Accept the General Conditions of Transportation** and click **Continue** to proceed with the payment

Summary and confirmation of purchase

The screenshot shows the 'Summary' page of the Trenitalia website. At the top, there's a navigation bar with links to 'Trenitalia', 'FS News', 'FSNews Radio', 'LaFreccia.tv', 'LaFreccia.mag', and 'English'. A welcome message for 'ADRIANO ROSSI' is visible. Below the navigation bar is a banner image of a train. The main content area shows the purchase summary: '1. New search', '2. Choice of carnet', '3. Data and payment', and '4. Summary'. The 'Summary' section includes buttons for 'Print Summary', 'Print Receipt', 'Send SMS', and 'Send E-mail'. A yellow callout box points to the 'Send E-mail' button with the text: 'Click here if you want to send the travel details to another email address'. Below this, a message states: 'You have completed the purchase successfully. In this screen you can find all the information about your purchase'. The 'Carnet' section shows the journey from 'Roma (Tutte Le Stazioni)' to 'Milano (Tutte Le Stazioni)' on the 'FRECCIARGENTO' train. The 'Carnet Number' is '33859'. The 'Holder' is 'Adriano Rossi' with 'CartaFRECCIA: 121657383' and 'Points: 1,562.00'. The 'Purchased Offer/Service' is 'Carnet 10 Travel - Av - 180 Days Validity' and '1* Business/1* Classe'. The 'Validity' is '18/2/2015 (Wed) - 16/8/2015 (Sun)'. A yellow callout box points to the 'Utilize carnet' button with the text: 'Click here if you want to book a trip using your carnet'. The 'Total amount' is '928.00 €'. On the right side, there are two promotional banners: 'Vai alle offerte' with a car image and 'Bagaglio Facile!' with a suitcase image. A yellow callout box points to the 'Share' button with the text: 'Click here if you want to share your travel on Facebook or Google+'. At the bottom, there are buttons for 'Print Summary', 'Print Receipt', 'Send SMS', and 'Send E-mail'.

- After having paid, you will receive a message confirming the success of the operation with the summary data of the purchased carnet and the **carnet number**, necessary to book your journeys
- The summary data of the purchase will be also sent via **email** to the email address associated with your account
- In the same **Summary** page you can send the purchase data to an additional email address or **share** the purchase on your Facebook or Google+ account

*If, after payment, **error messages** of the system are displayed before proceeding with a new purchase, we invite you to check if you have received the email with the summary of your purchase and the presence of the carnet in your private area.*

II) CARNET RESERVATION

Search the journey

Trenitalia > FS News >

FSNews Radio LaFreccia.tv LaFreccia.mag English

Welcome ADRIANO ROSSI (0) Ext

Help and Contacts Customer area

1. New search >> 2. Choice of carnet >> 3. Data and payment >> 4. Summary

Ticket

Subscription

Carnet

FRECCIA CLUB

☐ Purchase carnet ☒ Utilize carnet

Carnet number:

Name: Surname:

Enter the number of the carnet

Enter the name and surname of the holder

Verify Use another carnet

Click here to check the validity of the carnet and the entered data

From: To:

Date: Hour:

Confirm the travel or click here to invert the departure and arrival station

Search

Click here to start searching


Choose the date and time of travel


Trenitalia


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- To use your carnet select in the search form (or in the carnet purchase form in the home page) the option "**book with carnet**", enter the number of the carnet, the name and surname of the holder (Cartafreccia holder) and click on **Check** to check the validity of the carnet and the entered data
- If the data are correct you can see the **number** of reservations still available for the number of entered carnet and the **trip** for which the carnet is valid
- Confirm the travel (or invert the stations of departure and arrival) and enter the **date / time** of your interest
- Click on **Search** to start searching

Journey booking with carnet : solution list

Trenitalia > FS News > FSNews Radio LaFreccia.tv LaFreccia.mag English 

Welcome **ADRIANO ROSSI**  (0) [Exit](#)


 **TRENITALIA**
GRUPPO FERROVIE DELLO STATO ITALIANE

[Help and Contacts](#) [Customer area](#)


Carnet Booking: **Roma (Tutte Le Stazioni) → Napoli (Tutte Le Stazioni)**

1. New search >> 2. Choice of travel >> 3. Data and payment >> 4. Summary
















Prenot. CARNET 10 VIAGGI AV n° 33724 Validity: 09-02-2015 - 07-08-2015

Trip 

Departure Station: Roma (Tutte Le Stazioni) Arrival Station: Napoli (Tutte Le Stazioni) Departure Date: 02/09/2015 Hour: 00 [Refresh](#)


Cart 

→ **Carnet Booking**
From: Roma (Tutte Le Stazioni)
To: Napoli (Tutte Le Stazioni)
Service: 1° Business/1° Classe
Reservations left: 10 of 10

Departure	Arrival	Duration	Train	
17:45 Roma Termini	18:55 Napoli Centrale	01:10	 FRECCIAROSSA 9537	 Choose 
18:45 Roma Termini	19:55 Napoli Centrale	01:10	 FRECCIAROSSA 9541	 
19:40 Roma Termini	20:50 Napoli Centrale	01:10	 FRECCIAROSSA 9645	 
20:45 Roma Termini	21:55 Napoli Centrale	01:10	 FRECCIAROSSA 9549	 
21:05 Roma Termini	22:15 Napoli Centrale	01:10	 FRECCIAROSSA 9651	 

Click on the «i» next to the train if you want to know the service and intermediate stops

Click here to choose the seat and booking

Next Solution 

[<< New search](#)

Trenitalia

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In the **Choose the journey** page you are shown the various travel solutions that can be booked

- Click on the «i» next to the train if you want to know the services and the intermediate stops
- Click on the arrow next to the train to choose the seat and the booking

Journey booking with carnet : data and payment

Trenitalia > FS News >

FSNews Radio LaFreccia.tv LaFreccia.mag English

Welcome ADRIANO ROSSI (1) Exit

Help and Contacts Customer area

Carnet Booking Roma (Tutte Le Stazioni) → Napoli (Tutte Le Stazioni)

1. New search >> 2. Choice of carnet >> 3. Data and payment >> 4. Summary

Prenot. CARNET 10 VIAGGI AV r Validity: 09/02/2015 - 08/04/2015

Authentication

Login
by entering
your name
and password

Buyer

ADRIANO ROSSI TESTNPA14@GMAIL.COM 3488874439

We may use your personal details to inform you in case of problems with trains traffic.

Carnet Holder

Enter here
the Carnet Holder
data

Adult ADRIANO ROSSI E-mail Contact number

Corporate ID Loyalty Card

☐ Accept General Transportation Co

Accept the General terms and conditions to continue

You have other 10 reservations in the carnet

Continue

Check the details of the carnet you're purchasing

Cart

→ Carnet Booking

From: Roma (Tutte Le Stazioni)
To: Napoli (Tutte Le Stazioni)
Service: 1° Business/1° Classe
Date: 02.09.2015
Time: 17:45

Final price (VAT included):
0.00 €

Click here to go on

Trenitalia

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In the **Data and payment**, enter the last data necessary to end the reservation

- **Login by entering** user and password (the booking can be made only with a registered account even if different from the buyer and holder)
- Enter the (optional) data of the holder (cartafreccia, e-mail and telephone)
- **Accept the General Conditions of Transportation** and click **Continue**
- You will be shown a message indicating the number of remaining reservations. **Accept** to continue

Reservations can be used only by the holder of the Carnet.

You cannot book a place in the sitting rooms together with reservations with carnet.

Summary

The screenshot shows the Trenitalia booking summary page for a train journey from Roma Termini to Napoli Centrale. The page includes a navigation bar at the top with links to FS News, FSNR News Radio, LaFreccia.tv, LaFreccia.mag, and English. A welcome message for ADRIANO ROSSI is displayed. The main content area shows the booking details, including the departure and arrival stations, times, and the train number (Frecciarossa 9537). The PNR code is AG97QN. The holder's name is Adriano Rossi. The purchased offer is Prenot. CARNET 10 VIAGGI AV PRENOTAZIONE CARNET 1 BUSINESS. The coach is 2 and the seat is 9D (Detached window). The total amount is 0.00 €. There are still 9 reservations on this carnet. The page also features promotional banners for Bagaglio Facile! and Parcheggio Facile!.

Callout boxes and their content:

- Click here if you want to send an sms with the travel details** (points to the Send SMS button)
- Click here if you want to send the travel details to another email address** (points to the Send E-mail button)
- Click here to put your travel in the calendar** (points to the Add to calendar button)
- Click here if you want to share your travel on Facebook or Google+** (points to the Share button)
- Check the number of reservations still available** (points to the text "There are still 9 reservations on this carnet")

- After having confirmed your reservation, you can display a page with the **summary** data of the booking with the indication of the remaining reservations available on the carnet
- The summary data of the trip are also sent via email to the **email** address associated with the account used to book
- In the same **Summary** page you can send the purchase data to an additional **email** address or via **SMS**, **add the journey to the calendar** or **share** the purchase on your Facebook or Google+ account